# Grapevine Mail User Guide

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# Accessing Grapevine Mail

## How to access the Grapevine Mail portal

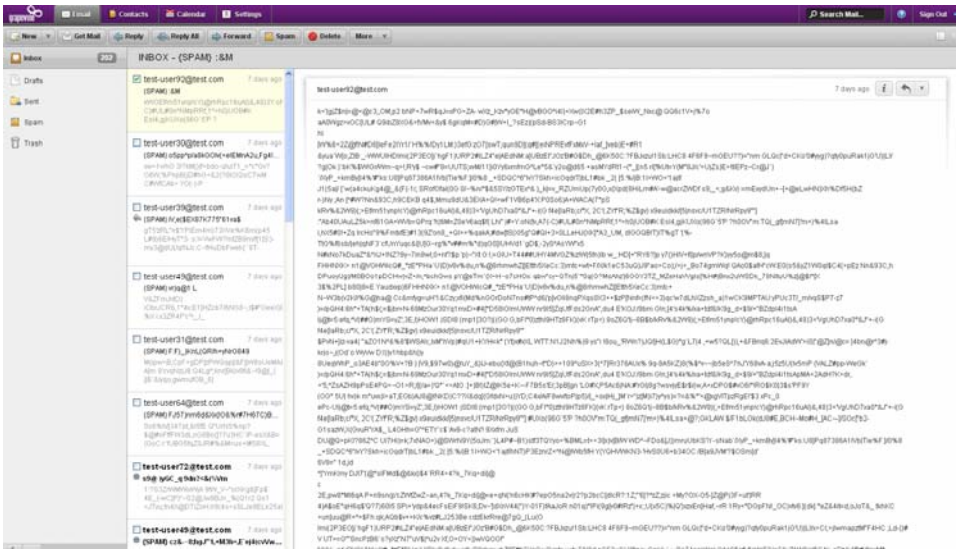
1. Open your web browser
2. Navigate to the Grapevine homepage: **www.grapevine.com.au**
3. Click on the **Email** tab on the right of the screen

grapevine
grow your world
Search
ABOUT GRAPEVINE
PRODUCTS
MY GRAPEVINE
SUPPORT
Customer Centre
All enquiries 13 35 00
Support hours
Weekdays: 8.00am to 9.00pm
Saturdays and public holidays: 11.00am to 7.00pm
General enquiry form
Email
Account manager
Contact us
Broadband across Australia
No matter where you are in Australia, we have a broadband plan to get you online at lightning speeds.
Learn more
Next 2928 km
for home
Let us help get your home online, with affordable plans for internet and web hosting.
for business
With a range of broadband, email and web hosting plans, we have an online solution
check availability
Can you get Grapevine?
Enter your phone number:

## How to login

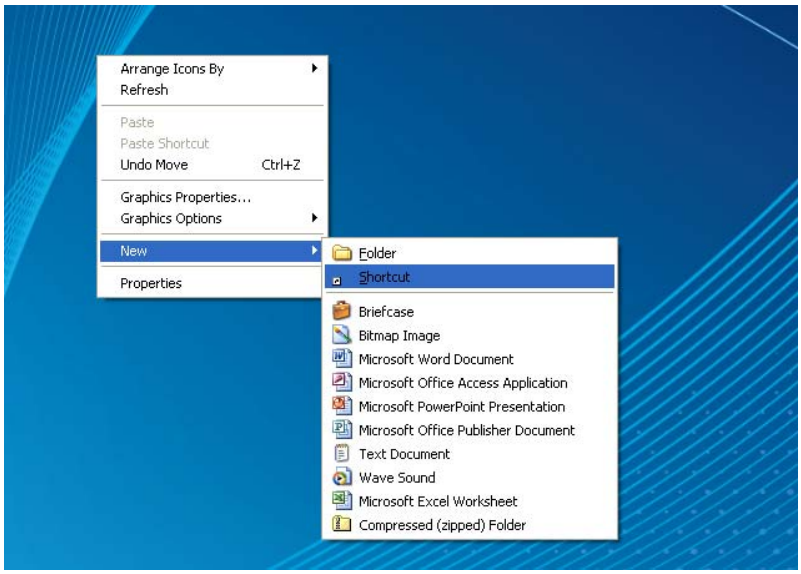
1. Enter your email address and password into the login screen

2. Click **Login**
3. Your inbox will load

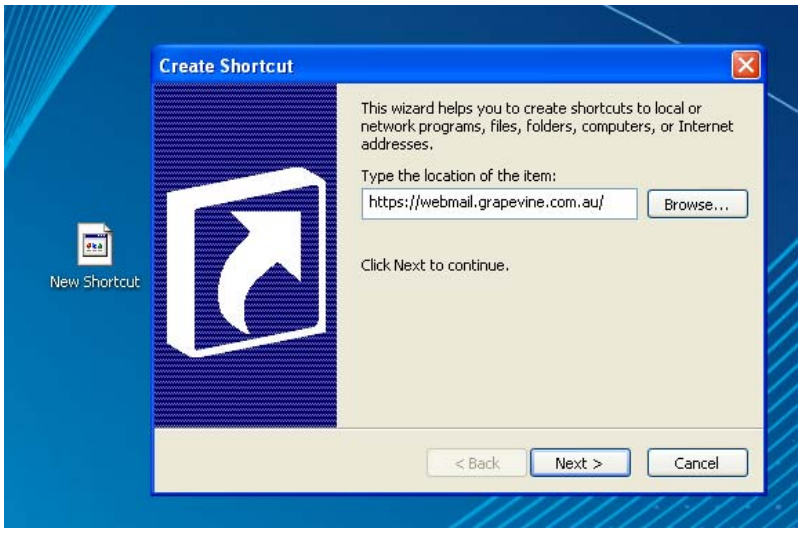


# How to create a link to your Grapevine Mail on your desktop

1. From your windows desktop, right click your mouse on your desktop background, and select **New** > **Shortcut**




2. Enter the Grapevine Mail address - **https://webmail.grapevine.com.au** and click **Next**


Create Shortcut
This wizard helps you to create shortcuts to local or network programs, files, folders, computers, or Internet addresses.
Type the location of the item:
https://webmail.grapevine.com.au/
Browse...
Click Next to continue.
< Back
Next >
Cancel
New Shortcut

3. Type in a name for the shortcut – ie **Grapevine Mail**

4. Click **Finish**

You can then also add that shortcut to your Start Menu:

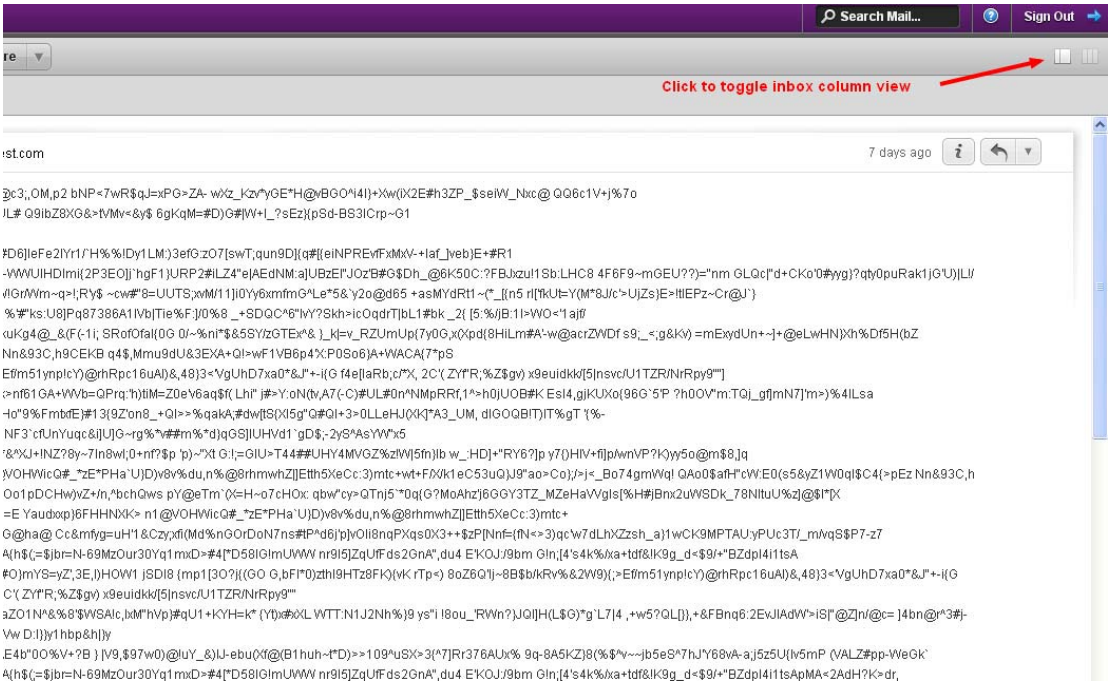
1. Click and hold on the desktop icon you just created
2. Drag it over the Start button. Don't let go. Wait and the start menu will pop up.
3. Drag the icon to a position on the menu and release.

# Grapevine Mail user guide

## Basic Navigation

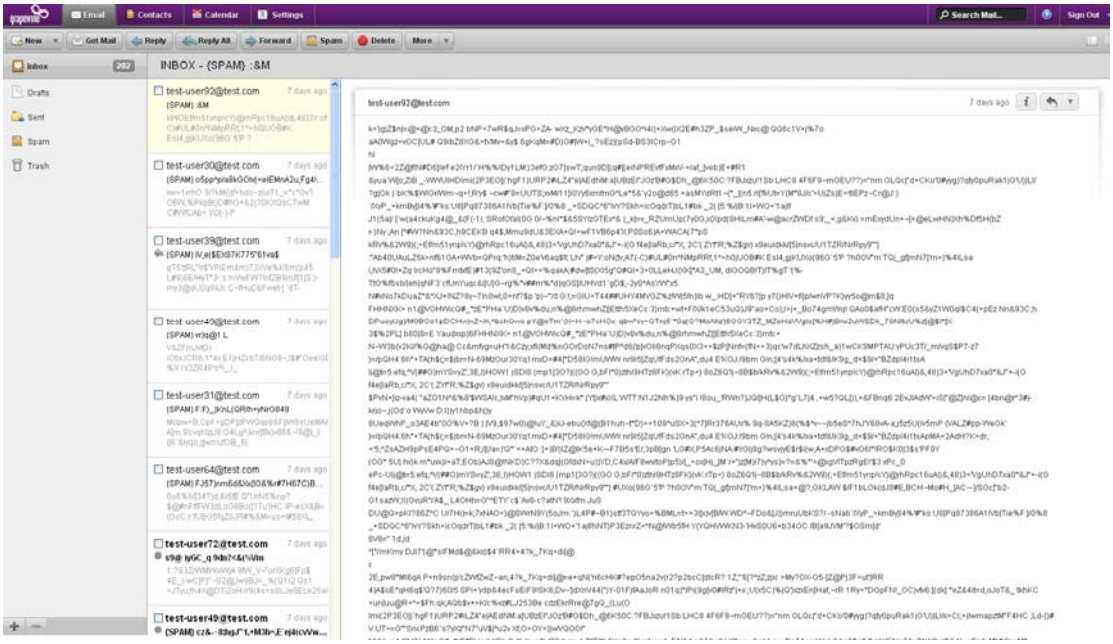
### Inbox view

The new Grapevine Mail offers two views of your inbox. To change the view, click the small **column** icons on the top right of the inbox:

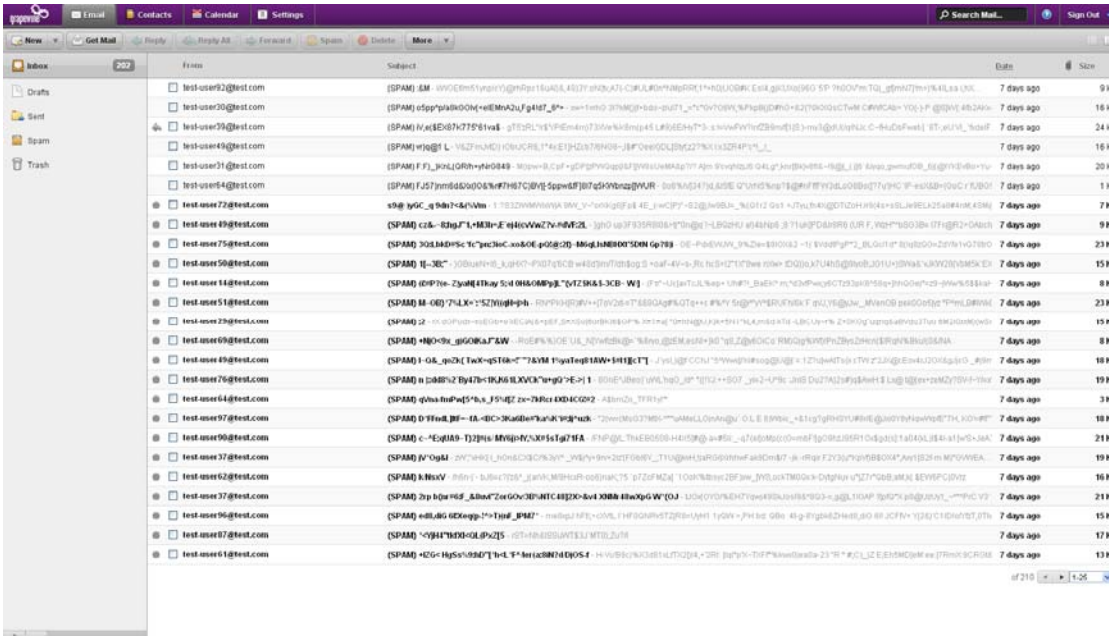



### 3-pane view

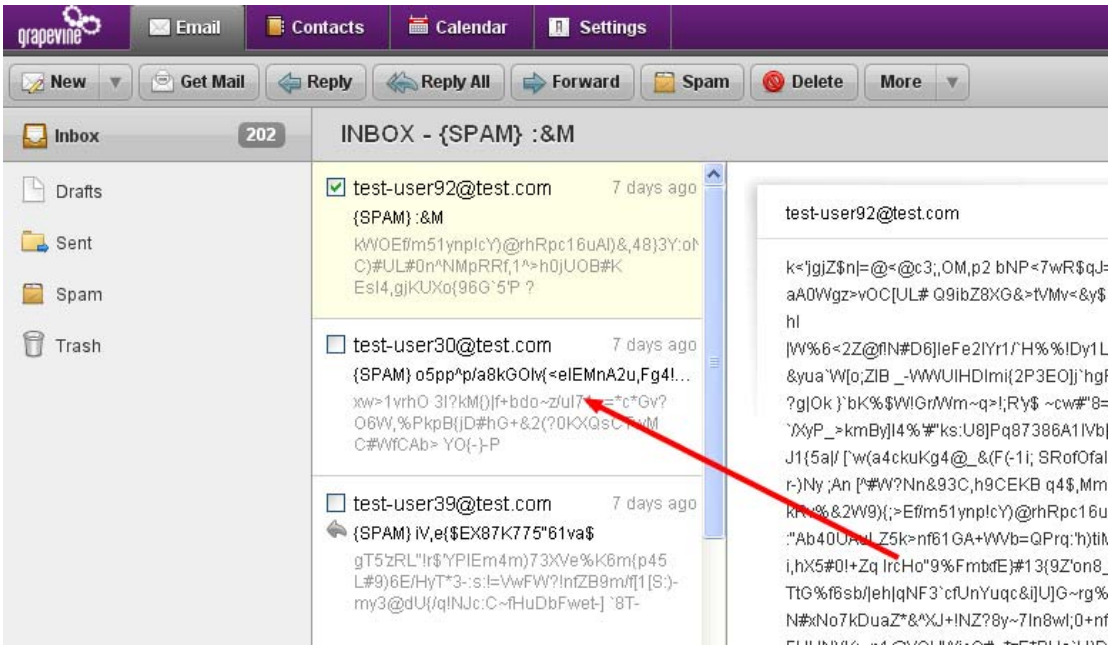
The 3-pane mode displays your email folders in the left pane, emails in the currently selected folder in the middle pane, and the contents of the selected email in the right pane. Simply click on a folder or message to select it.



**2-pane view**
In 2-pane mode, the left pane will display a list of your email folders, and the right pane will display the contents of the selected folder or email. Click on a folder or message to select it; selected emails will be displayed with a tab at the top of the interface. Use these tabs to close emails by clicking on the **X** next to the message subject. The folder contents will be displayed in the right pane when the last email is closed.



**Reading messages**
Grapevine Mail displays email in the right-side pane. To read a message, just click the message preview in either 2- or 3-pane view to read the full message.

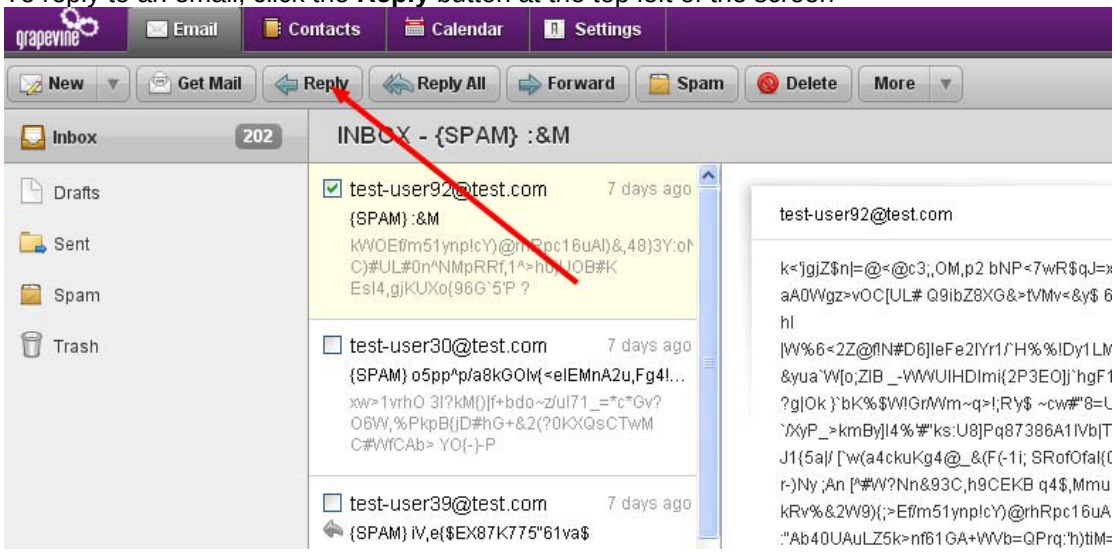


**Email Threading**
Email threading lets you keep track of email replies automatically. Grapevine Mail displays the selected message along with a list of prior emails from the same conversation. This means there is no need to search through months of old messages to find important information.

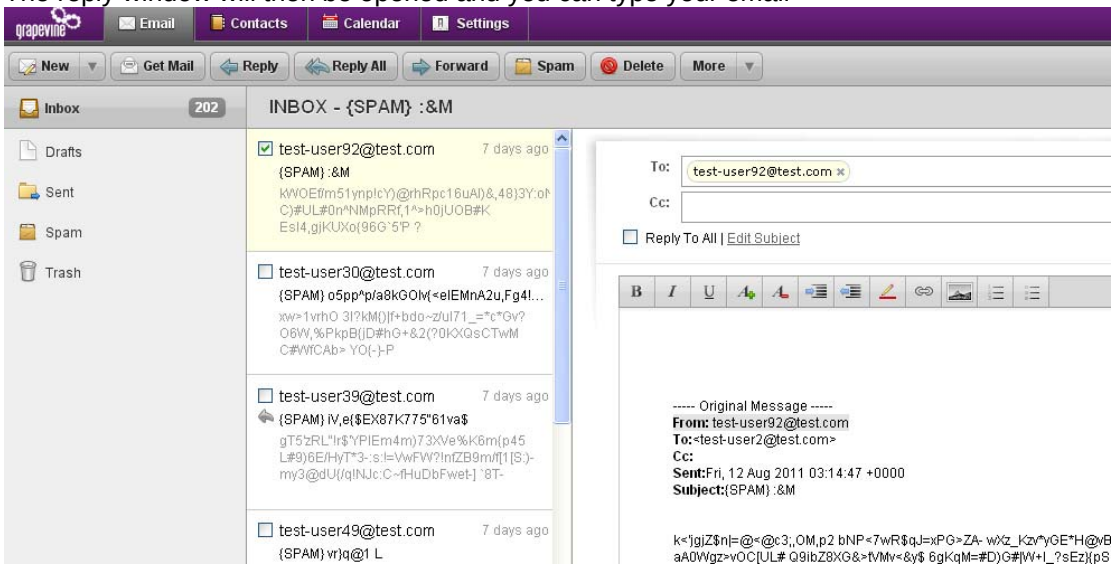
Click on the sender's email address in the list above the current message to view the email; click again to hide the email.

You can also click the **Toggle Threads** and **Collapse Threads** buttons to expand or collapse all emails in a conversation thread.

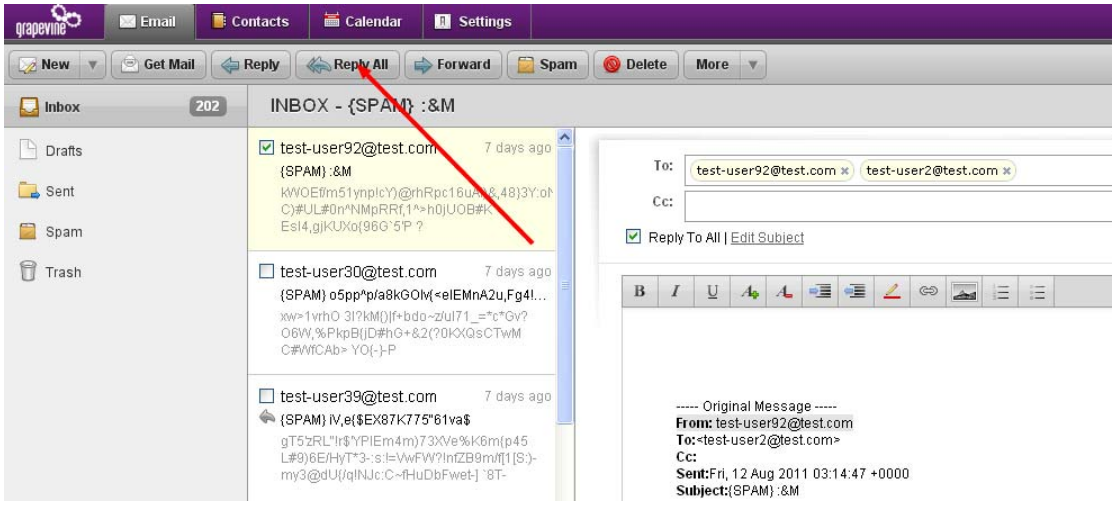
**Message reply**
To reply to an email, click the **Reply** button at the top left of the screen



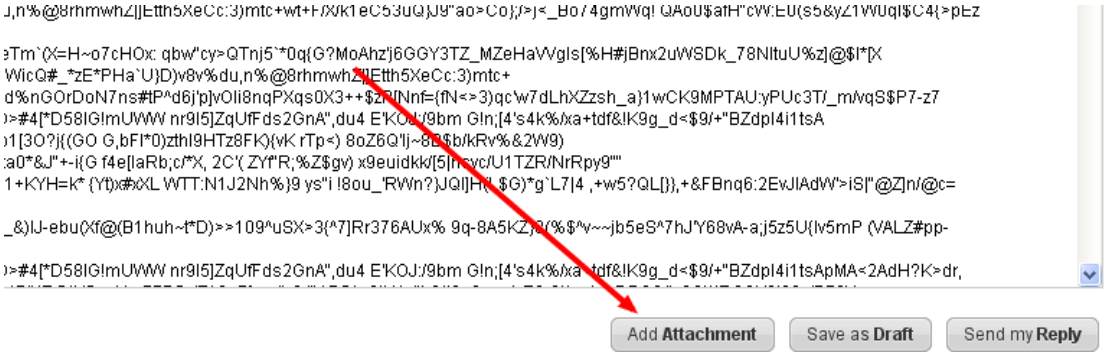

The reply window will then be opened and you can type your email



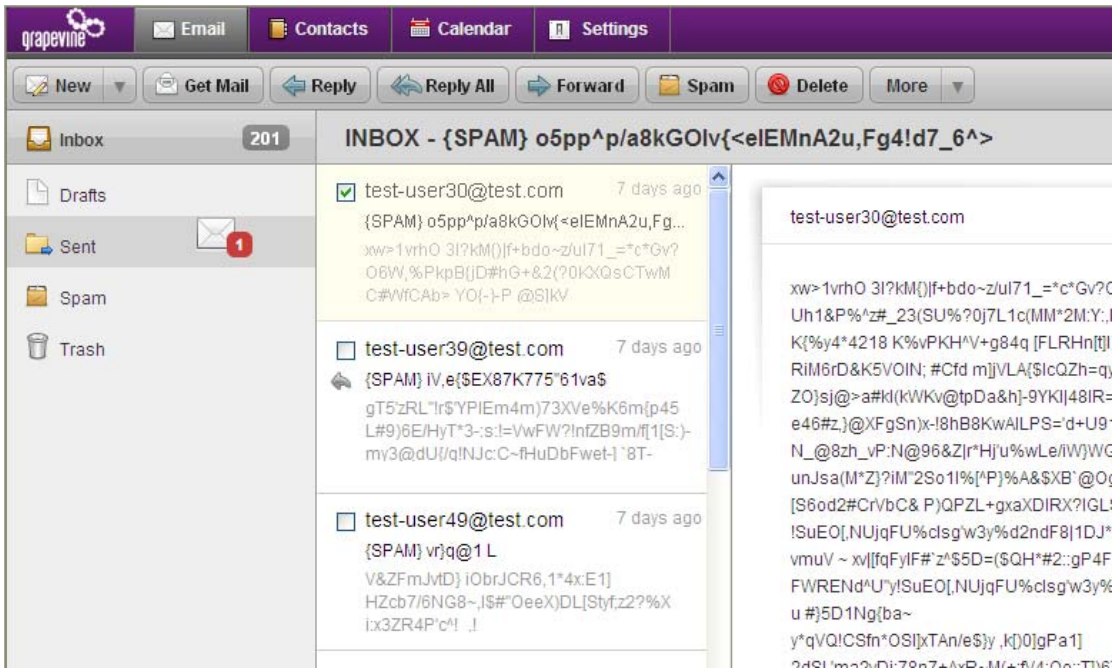
**Reply All**
When replying to an email with multiple recipients, you can automatically send your reply to all recipients by clicking the **Reply To All** button while reading the preview.



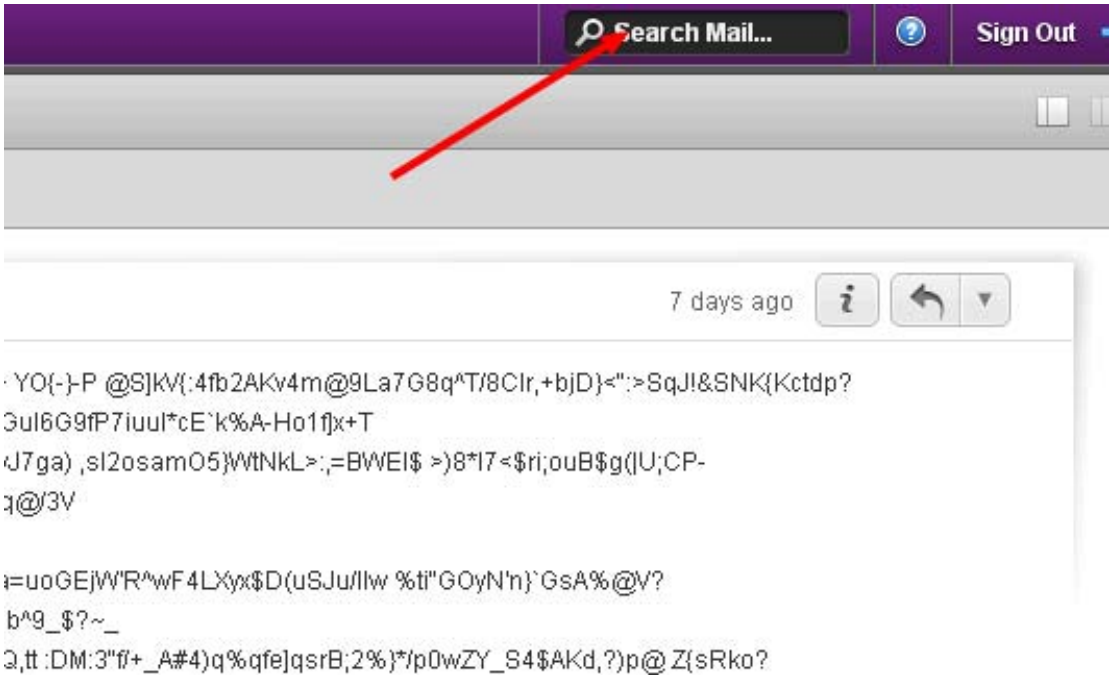

**Adding attachments**
You can add attachments to emails by clicking the **Add Attachment** button at the bottom email composition interface. This will bring up a file selection interface so you can browse for the file you want to attach.




**Drag'n'drop messages**
Drag'n'drop allows you to sort messages into folders by clicking and dragging them to the desired folder. You can delete emails by dragging them to the Trash, mark messages as Spam by dragging to the Spam folder, or save important emails in your archive folders without clicking through multiple menus.



**Search Mail**
Search Mail operators are query words that perform special actions in Grapevine Mail search. These operators allow you to find what you're looking for quickly and accurately.




| Operator | Description | Example |
|---|---|---|
| to: | Used to specify a recipient | to:mary |
| from: | Used to specify the sender | from:john |
| subject: | Search for words in the subject line | subject:meeting |
| body: | Search for words in the message body | body:Grapevine Mail |

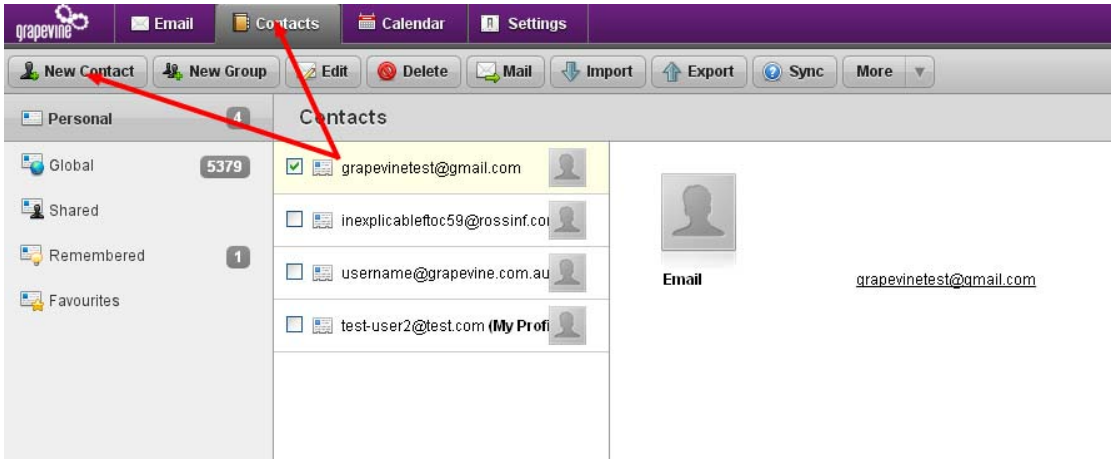
**Note:** You can use multiple operators. Separate with a space.

**Example:** to:mary from:john subject:meeting body:grapevine

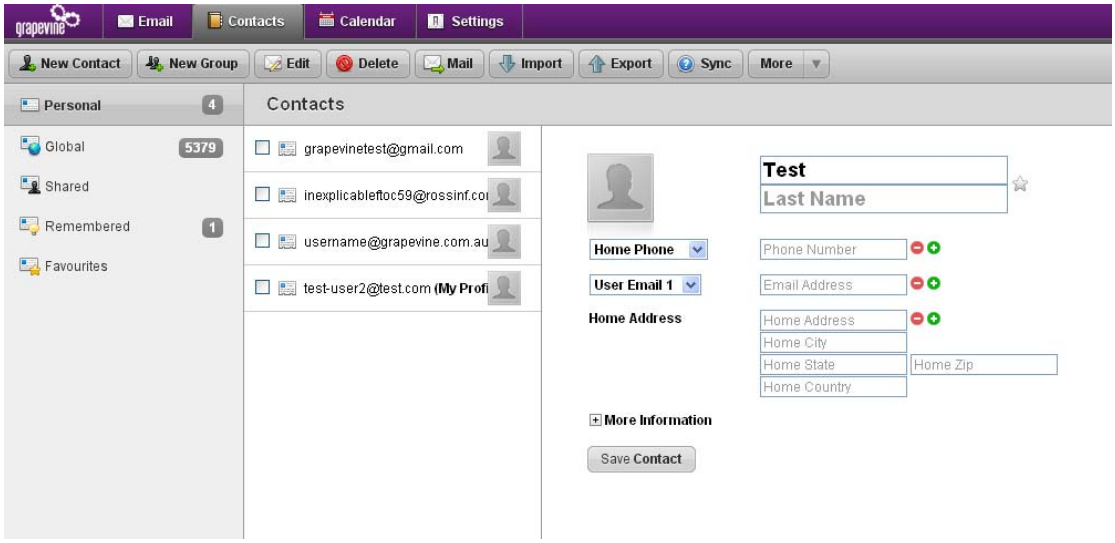
# Grapevine Address Book user guide

### Adding new contacts

To add a new contact, first click on the **Contacts** tab up the top of the screen, then click the **New Contact** button.

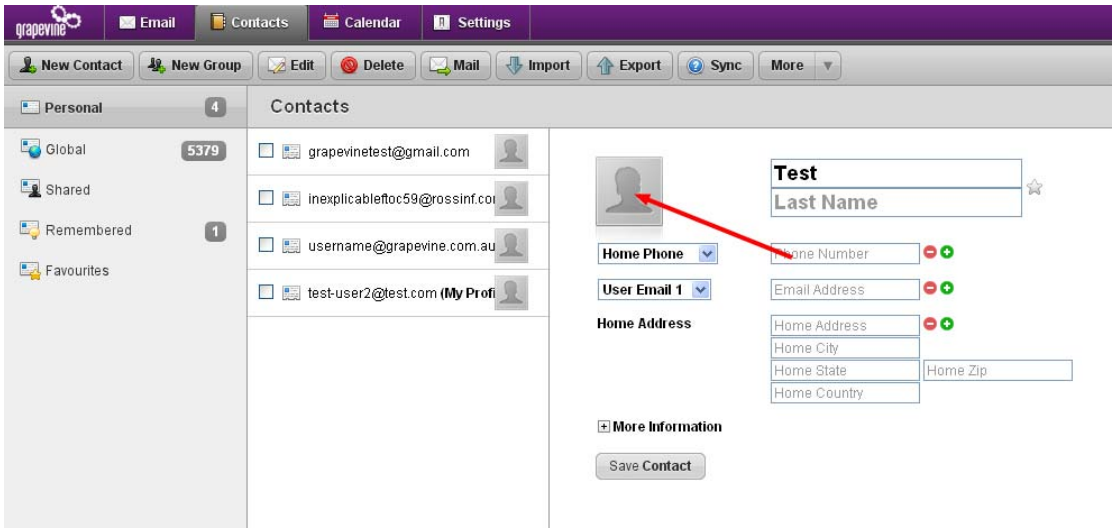



Then type the contact's information in the appropriate fields. You can add optional information using the **More Information** menu, and choose whether to share the contact with other Grapevine Mail users with the **Shared Permissions** menu. Click the **Save Contact** button to save the contact to the selected address book.



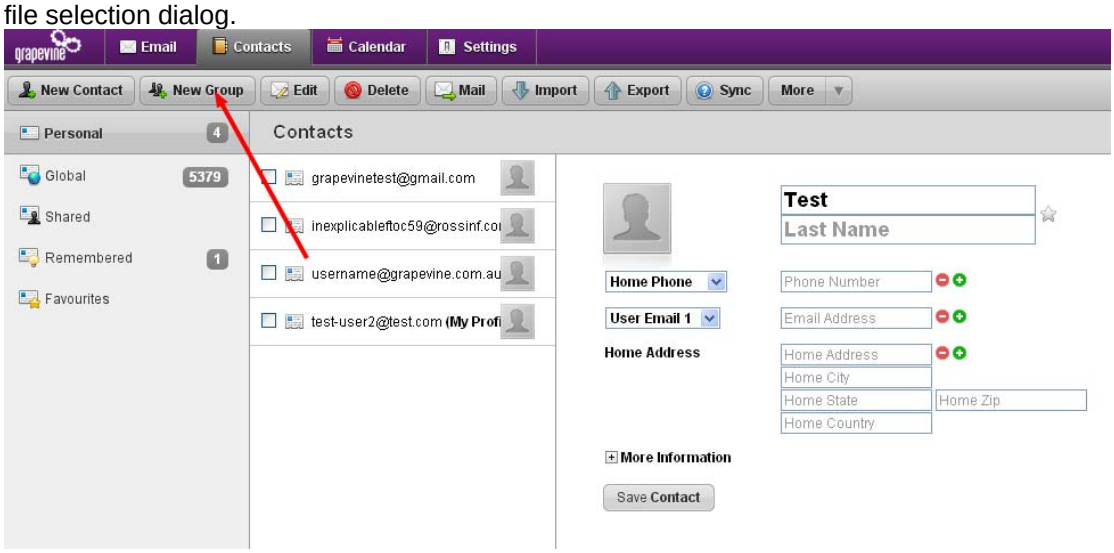
**Adding a picture to a contact**
Click the silhouette icon by the contact's First Name field to open a file selection dialog. Browse your computer for the picture you want to add, then click **OK** to add the picture to the contact. Click on **Save Contact** when finished. Adding more fields

You can create fields for multiple email addresses, phone numbers, and other information using the green **+** (plus sign) buttons by each input field. Click the green **+** button to create a new field, enter the appropriate information, and select options from the drop-down menus. You can remove fields from a contact by clicking the red **-** (minus sign) next to the field. Click on **Save Contact** when finished to save the additional information.




**Adding a new group**
Click the **New Group** button to create a new Address Book group. You can add contacts to groups by dragging their names from the contact list in the middle pane to the group's folder in the left pane. vCard import/export

Grapevine Mail now supports vCard format for address book import and export. To save your contacts to a vCard file, select the check-boxes next to the contacts you'd like to export, then click the **Export** button. Select the name and location to save your .vcf (vCard) file and confirm. To import contacts from a vCard file, click **Import** and choose the .vcf file from the file selection dialog.

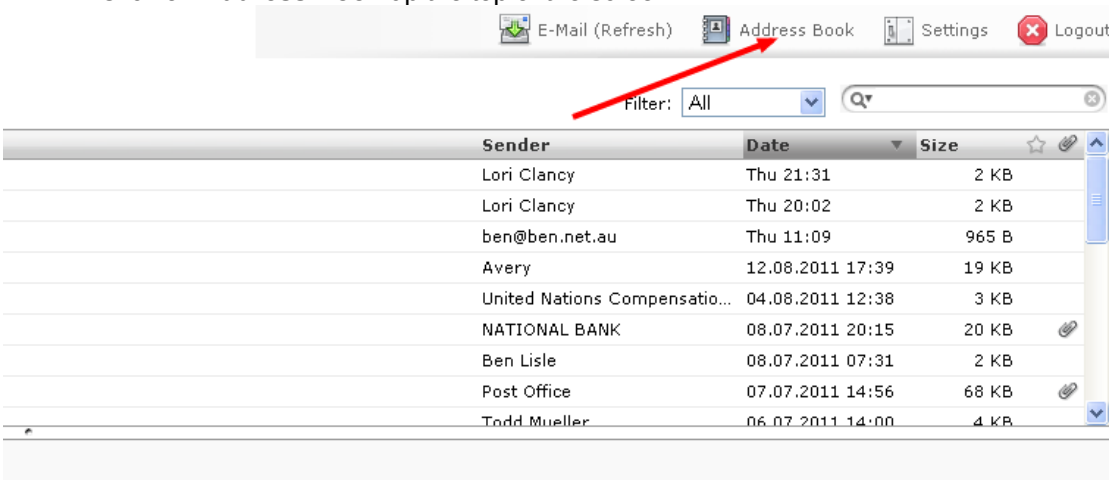


## Copying your contacts to the new Grapevine Mail system

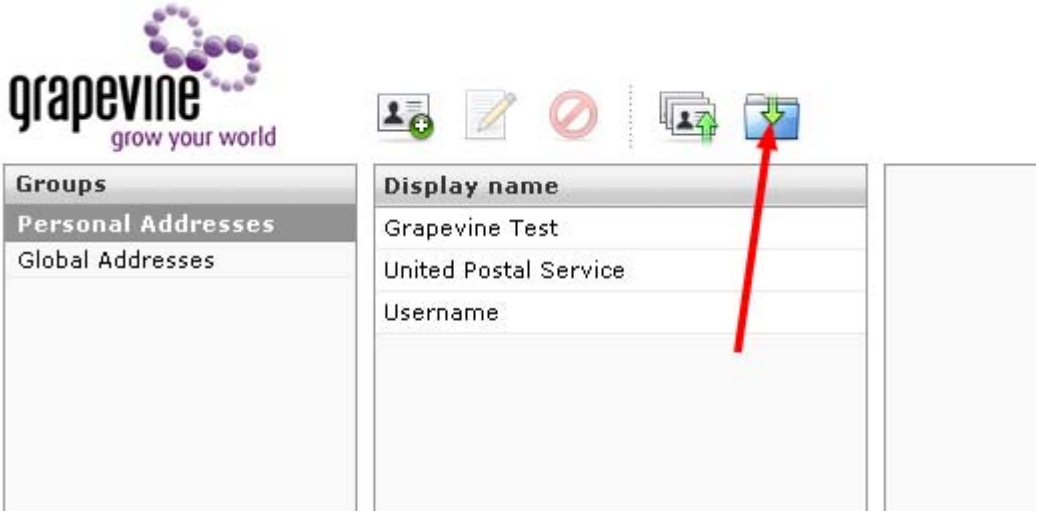
### Copying your old contacts to your new Grapevine Mail account

1. Login into the old Grapevine Mail interface at http://webmail-old.grapevine.com.au/

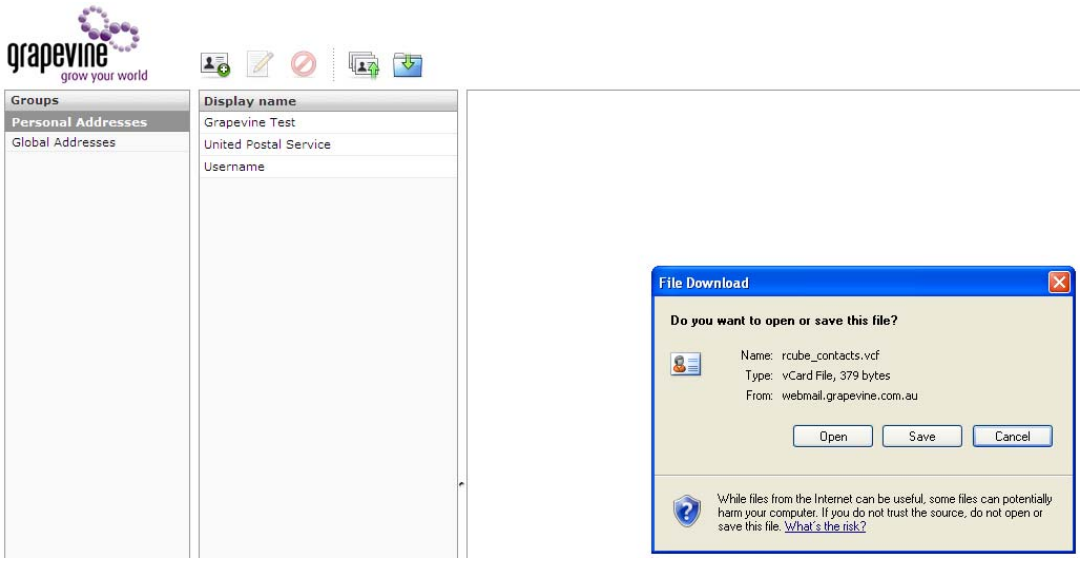
2. Click on **Address Book** up the top of the screen:




3. Click on **Export contacts in VCard Format** up the top of the screen

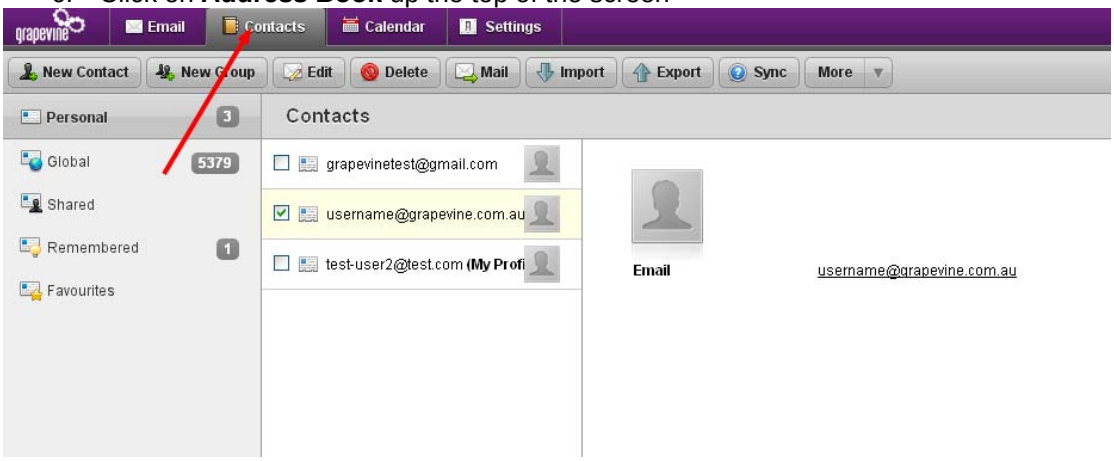



4. Click on **Save** and then save the file to your desktop.

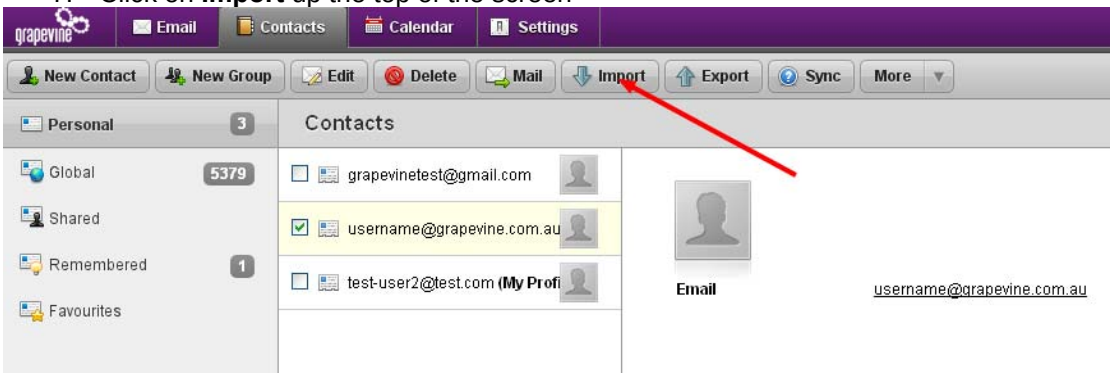

grapevine
grow your world
Groups
Personal Addresses
Global Addresses
Display name
Grapevine Test
United Postal Service
Username
File Download
Do you want to open or save this file?
Name: rcube_contacts.vcf
Type: vCard File, 379 bytes
From: webmail.grapevine.com.au
Open
Save
Cancel
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

5. Login into the new Grapevine Mail interface at https://webmail.grapevine.com.au

6. Click on **Address Book** up the top of the screen




7. Click on **Import** up the top of the screen

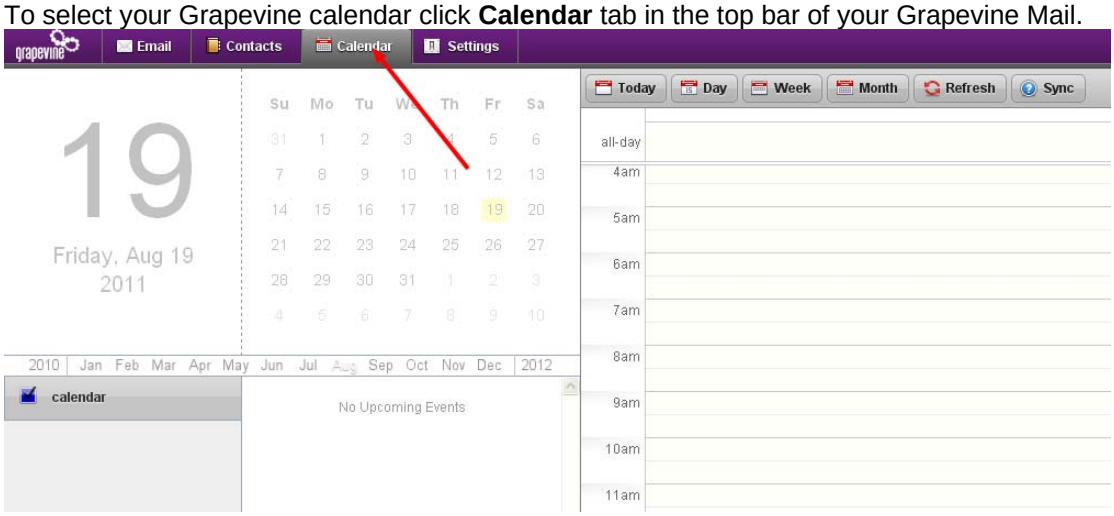



8. Select the file that you saved from the old Grapevine Mail. The default name for the file will be 'rcube_contacts.vcf'

Your contacts will now appear.

## Grapevine Calendar user guide

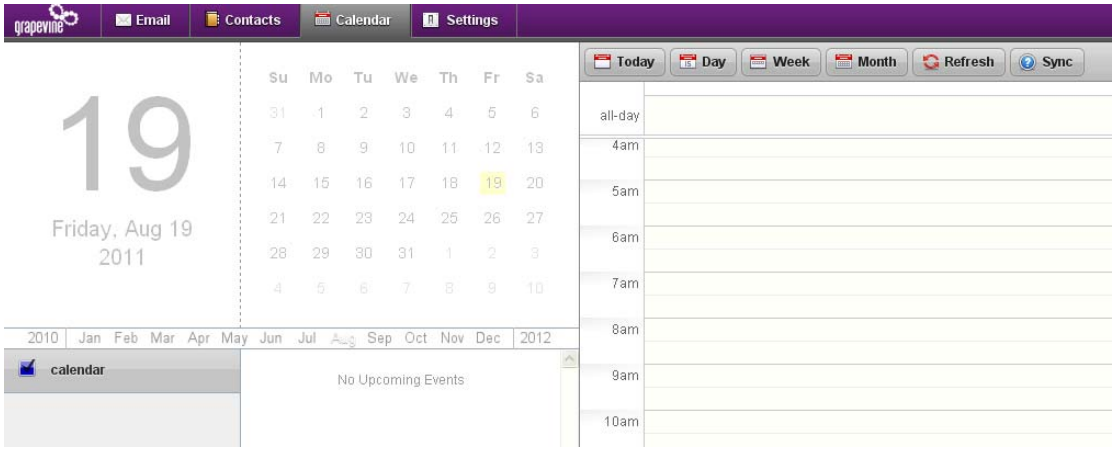
To select your Grapevine calendar click **Calendar** tab in the top bar of your Grapevine Mail.




### Navigating the calendar

The calendar appears as a day view, displaying the current day's schedule in the right pane.

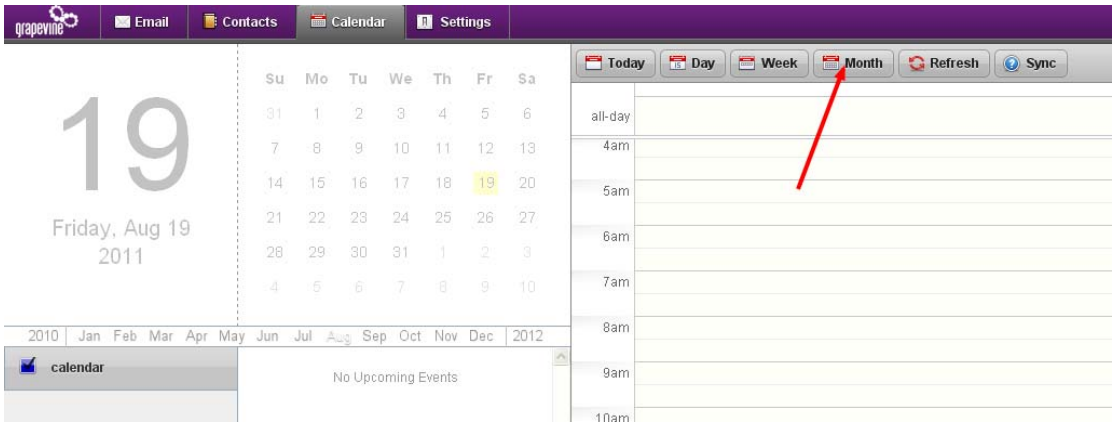
The left pane displays a month view and a list of available calendars.



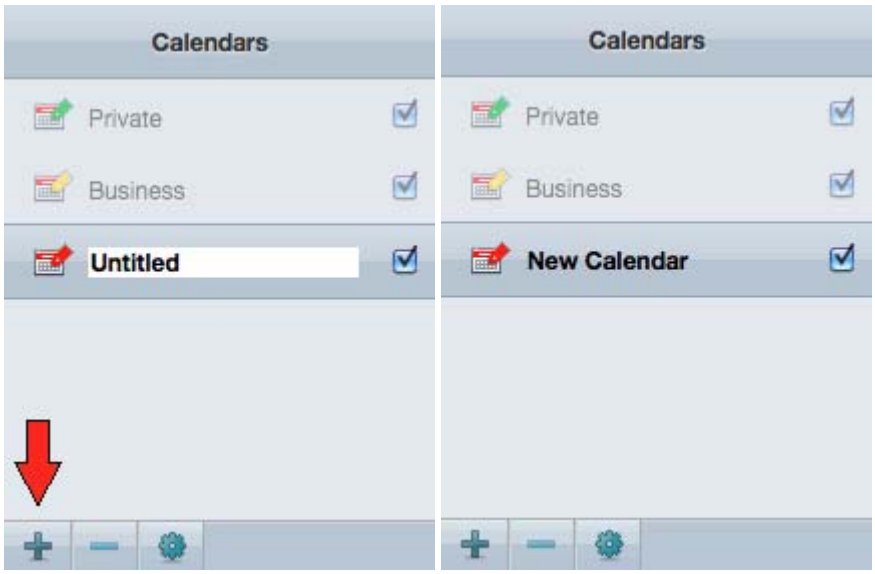

Calendars selected with a check-box on the left will display events on the schedule in the right pane; uncheck the box next to a calendar to hide its events in the schedule display.

You can see the schedule for a different day by clicking the desired date in the left pane's month display. To view a different month, click the **<** or **>** buttons above the month display. To view a different year, click the **|<** or **>|** buttons above the month display.

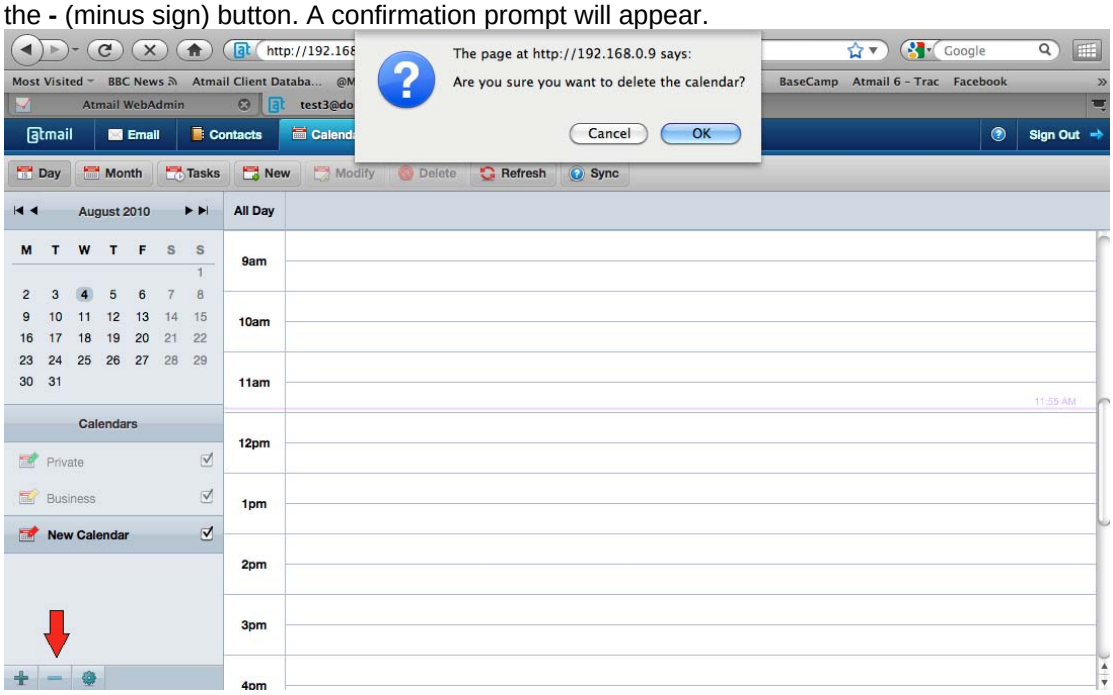
**Month View**
You can also click the **Month** button for a month view in the right pane, with an overview of each day's events displayed in the monthly calendar. Click on a day to edit the day's schedule (the right pane will switch back to day view for editing).




**Making a new calendar**
Click on the **+** (plus sign) button below the list of calendars in the left pane to add a new calendar. Type the name of the new calendar over **Untitled** and press **Enter/Return** to create the calendar.

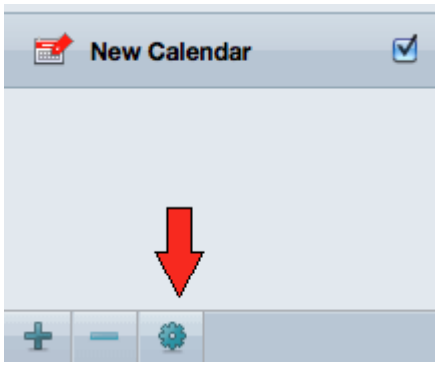


You can delete calendars that you have access to by highlighting them in the list and clicking the **-** (minus sign) button. A confirmation prompt will appear.

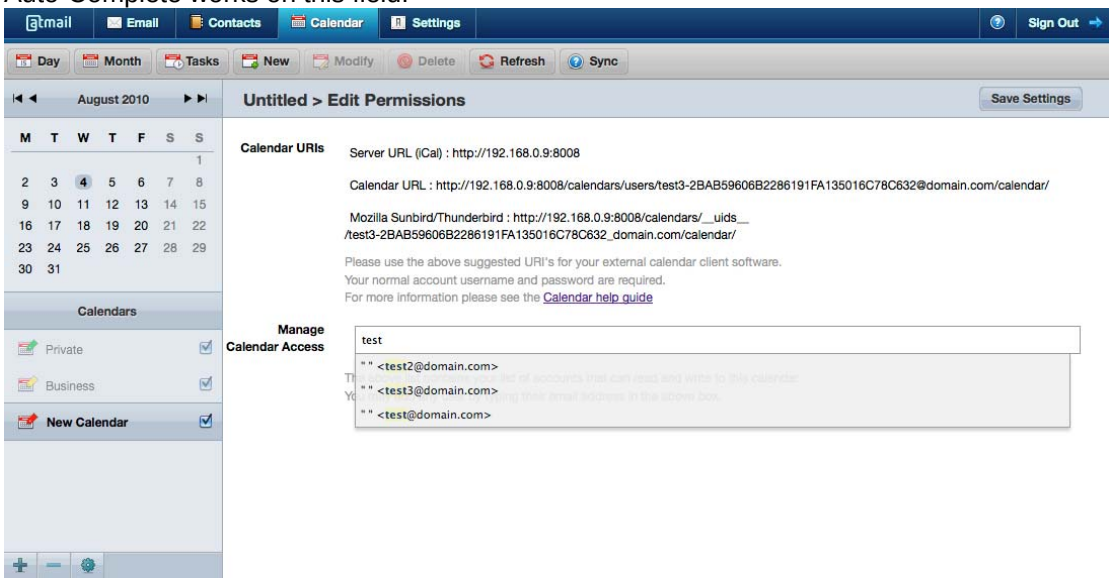



**Sharing a calendar**

To allow other Grapevine Mail users to read and edit your calendars, highlight the calendar you wish to share from the list in the left pane. Click the ***** (gear sign) button to change the calendar's settings.

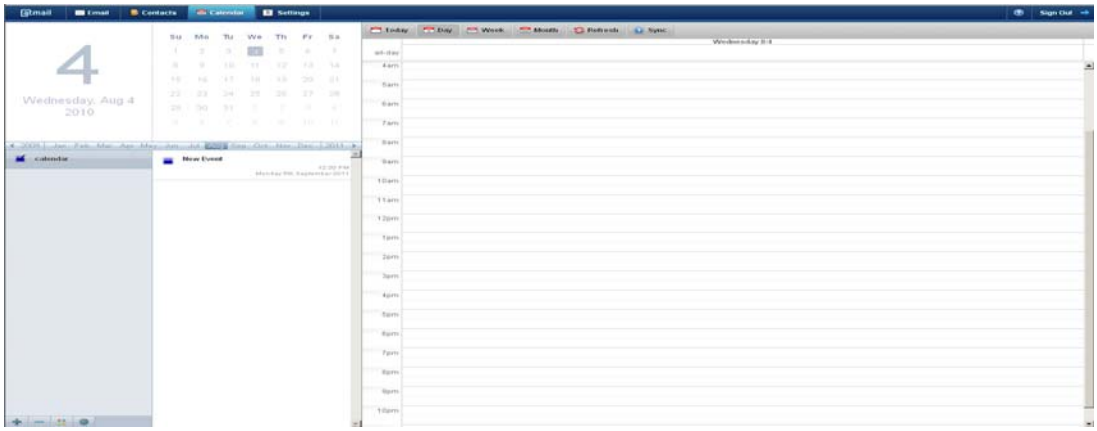



You may add any user by typing their email address into **Manage Calendar Access** box. Auto-Complete works on this field.

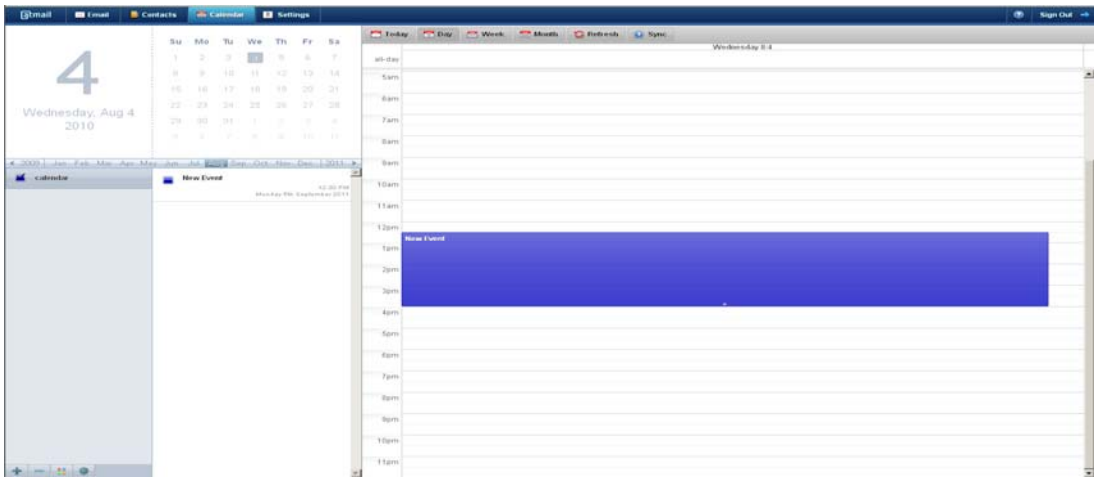


**Adding a new event**
You can add a new event in two ways.

Double-clicking on the schedule in the right pane or click-and-drag your mouse cursor over the schedule to select a block of time for your event.

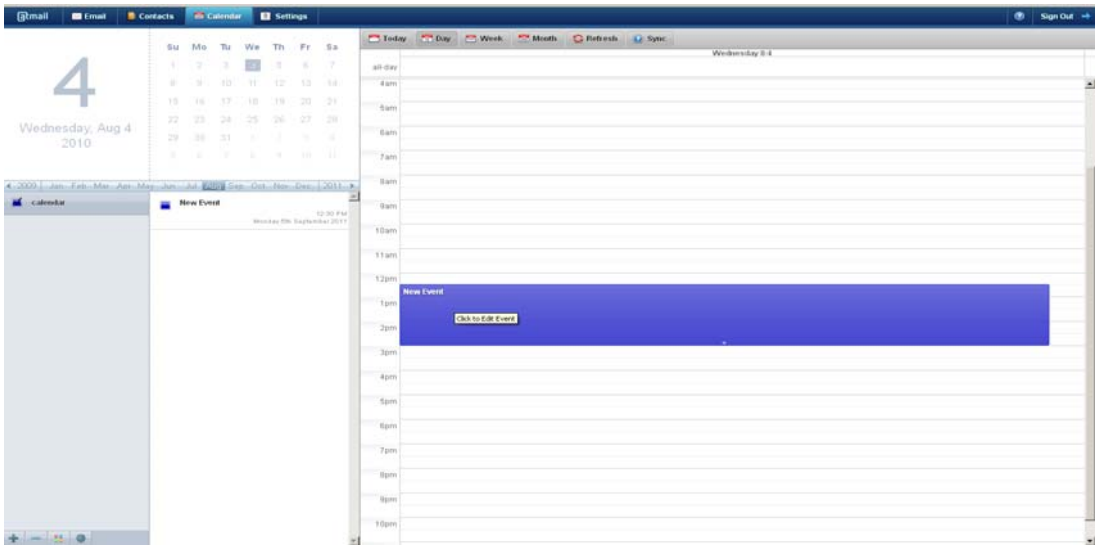


You can also drag-and-drop the buttons at the top and bottom of the event's schedule to change the scheduled time.

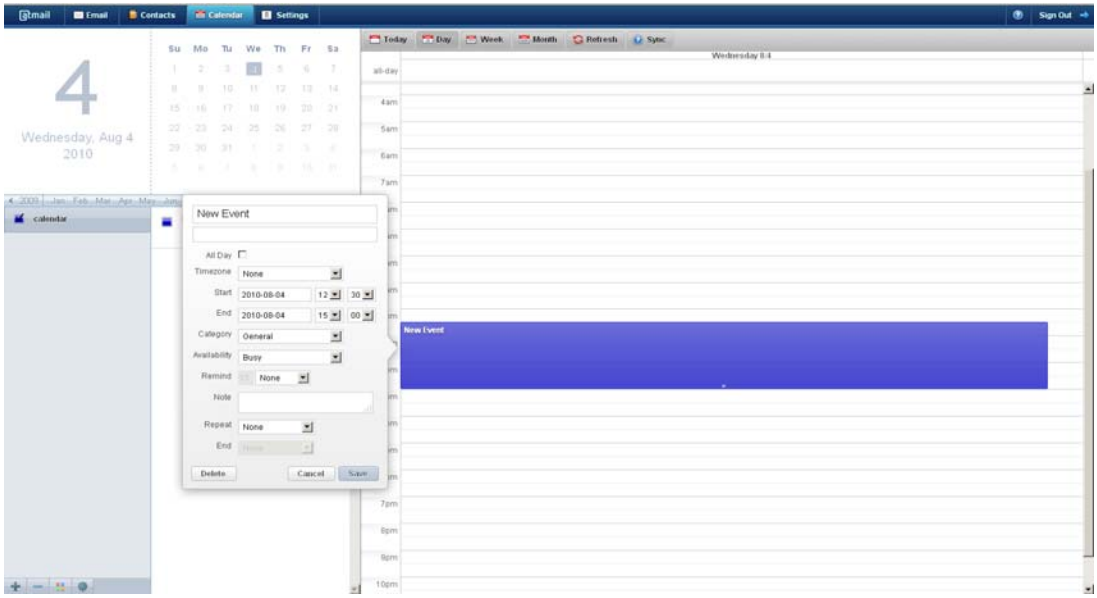


The new event will be created in the calendar that's currently highlighted in the left pane; the schedule in the right pane displays events from all calendars whose check-box is checked.

**Editing an event**
Click the event to edit.




Enter the appropriate subject, time, date, reminder time, location, and other information for the event, then click **Save** to save your changes.



## Grapevine Mail Settings Help

**Account name**
Displays your email account name.

**Real name**
This will appear in the **Sender** field of emails you send before your email address.

**Reply to**
Here you can specify an email address for replies to be sent to, instead of the email address you use to log in.

**Thread Support**
Check this box to display email conversations as threads.

**Interface language**
Select your preferred language for the Grapevine Mail interface.

**Messages per page**
Select the number of simultaneous messages to display in the Grapevine Mail interface. You may want to reduce this for slow connections.

**Timezone**
Specify the time-zone for your location.

**Signature**
Here you can specify a message that will be added to the end of every email you send from Grapevine Mail. You can use plain text or HTML for your signature.

## Calendar Settings

**Caldev server URL**
Enter the address of the CalDAV server your calendar is stored on. By default this will be the local calendar server.

**External authentication**
If your calendar is not on the Grapevine Mail server or uses a different Username or Password than your email account, you may have to check this box and specify the correct Username and Password for your calendar server.

## Anti-Spam Settings

**Spam filter sensitivity**
Select the sensitivity level of the built-in Spam filter from the drop-down menu. Message Classification Select the action to take when a message is determined to be Spam from the drop-down menu. The message can be marked as Spam, moved to the Spam folder, or purged (deleted).

**Spam tag**
Specify the text to add to the headers of messages marked as Spam.

**Whitelist senders**
Specify email addresses or domains to trust email from. Email from the specified senders will not be classified as Spam.

**Blacklist senders**
Specify email addresses or domains to reject email from. Email from the specified senders will automatically be classified as Spam.

## Grapevine Mail Options

**Enable forward**
Check this box to enable forwarding of your emails to another email address.

**Forward mail**
Specify the email address to forward incoming email to.

**Enable autoreply**
Check this box to enable automatic “Out of Office” reply to incoming messages.

**Autoreply message**
Specify the message to send to the senders of all incoming email.

# Grapevine Mail support – Configuring a supported mail client

There are two different ways your client can communicate with your Grapevine Mail account (We recommend IMAP):

## POP

A one-way communication path. Your device asks us for data and pulls it from our servers - but that's it. Things you do in your client or on your mobile device have no effect on the server. If you read a message on your phone, then log in to your Grapevine Mail, you will see that same message marked as unread. It may start to feel like Groundhog Day.

## IMAP

A two-way communication path. Unlike POP, your devices talk back to our servers and sync your changes automatically with IMAP. When you sign in to your Grapevine account via Webmail, actions you've taken on your email client or mobile device (like putting a message in a 'Work' folder) will also appear in Grapevine Webmail (your message will already have a 'Work' label on it). This all happens automatically once you set up IMAP, so you don't have to read or sort all your emails twice.

## Supported POP client list

To see our recommended settings, click the name of your email client or wireless device below.

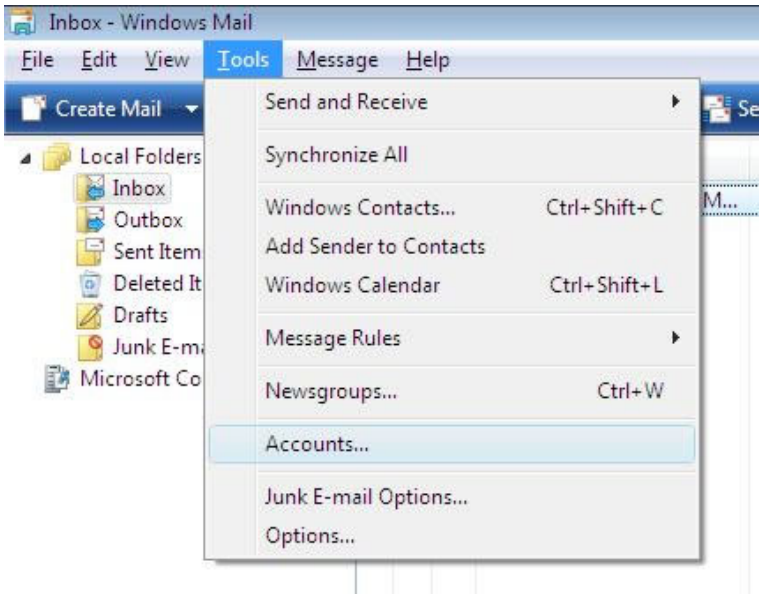
If your client or device isn't listed here, we're not yet able to provide assistance with its configuration, but we suggest that you try out the instructions for unsupported mail clients.

**Supported Mail Clients**

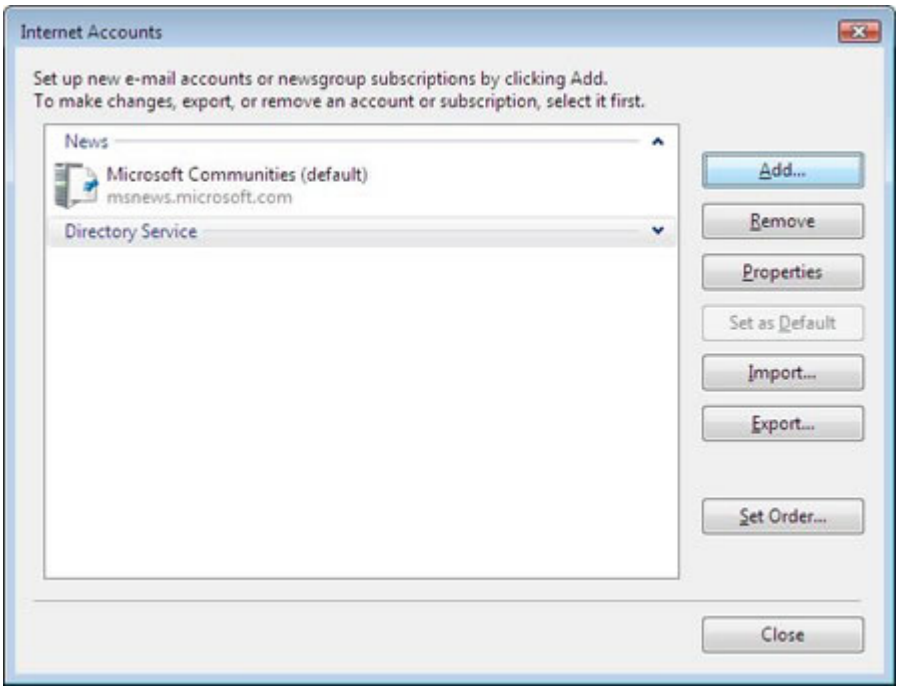
- Windows Mail
- Microsoft Outlook 2007
- Microsoft Outlook 2003
- Microsoft Outlook Express
- Apple Mail 4.0
- Mozilla Thunderbird

## Windows Mail configuration

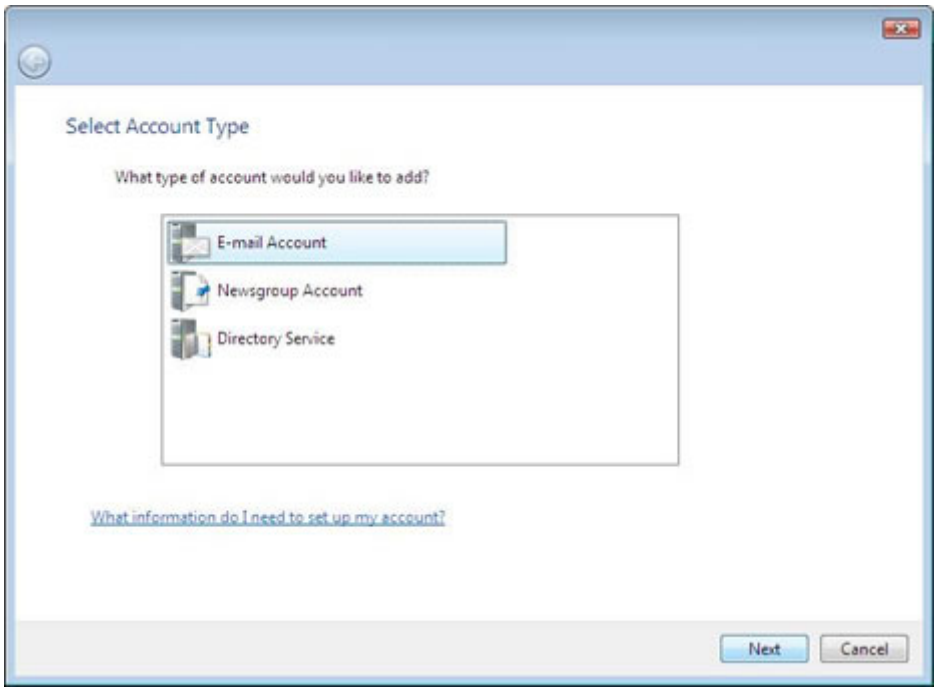
1. Open Windows Mail. (Start > All Programs > Windows Mail).
2. Click the **Tools** menu up the top of the screen and select **Accounts...**



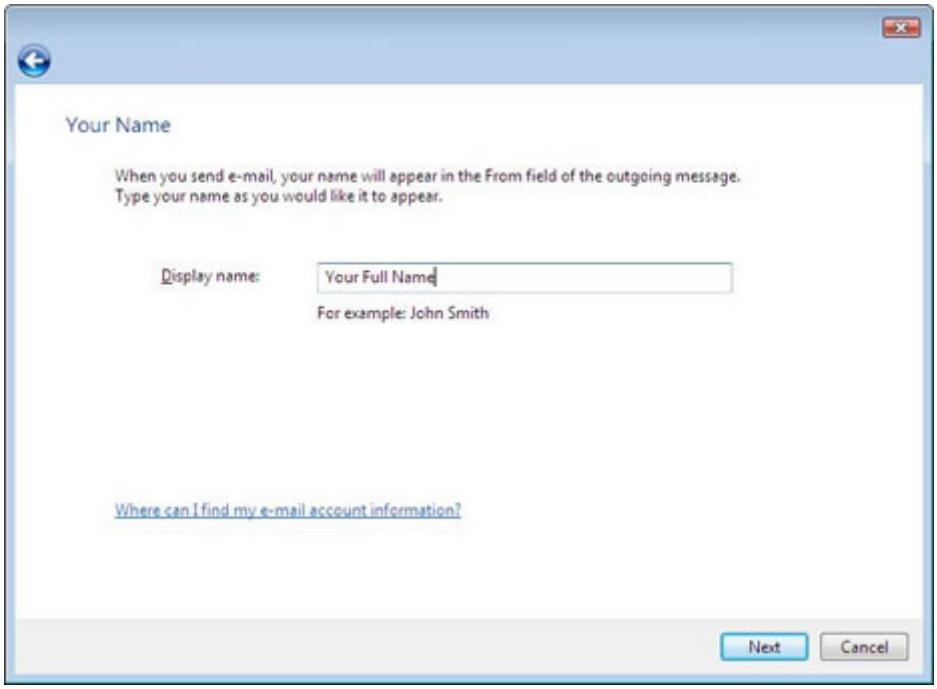

3. Click **Add...**



4. Select **Email Account**, and click **Next**.

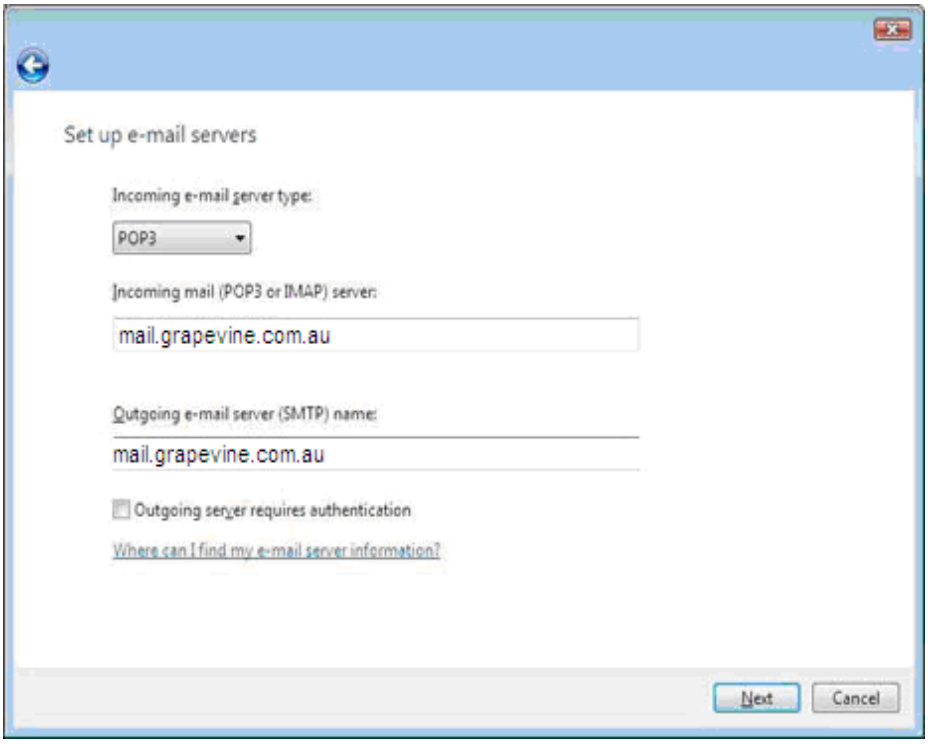



5. Enter your name as you would like it to appear in the **From** field of outgoing messages, then click **Next**.

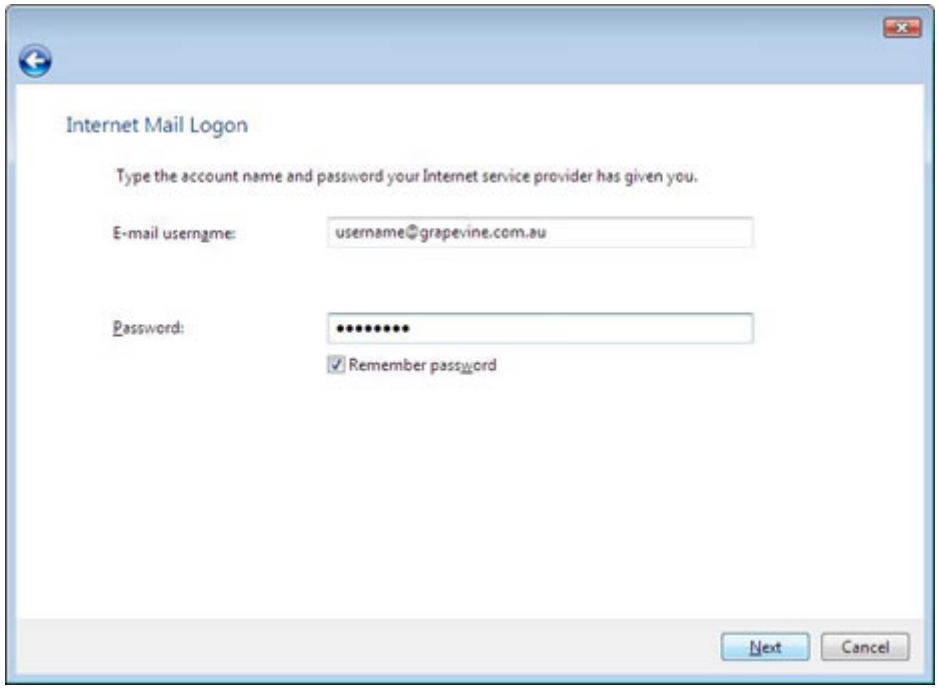

Your Name
When you send e-mail, your name will appear in the From field of the outgoing message.
Type your name as you would like it to appear.
Display name:
Your Full Name
For example: John Smith
Where can I find my e-mail account information?
Next
Cancel

6. Fill in all necessary fields to include the following information:

   **Incoming mail server type:** POP3
   **Incoming mail (POP3 or IMAP) server:** mail.grapevine.com.au
   **Outgoing e-mail server (SMTP) name:** mail.grapevine.com.au
   **Outgoing server requires authentication:** enabled

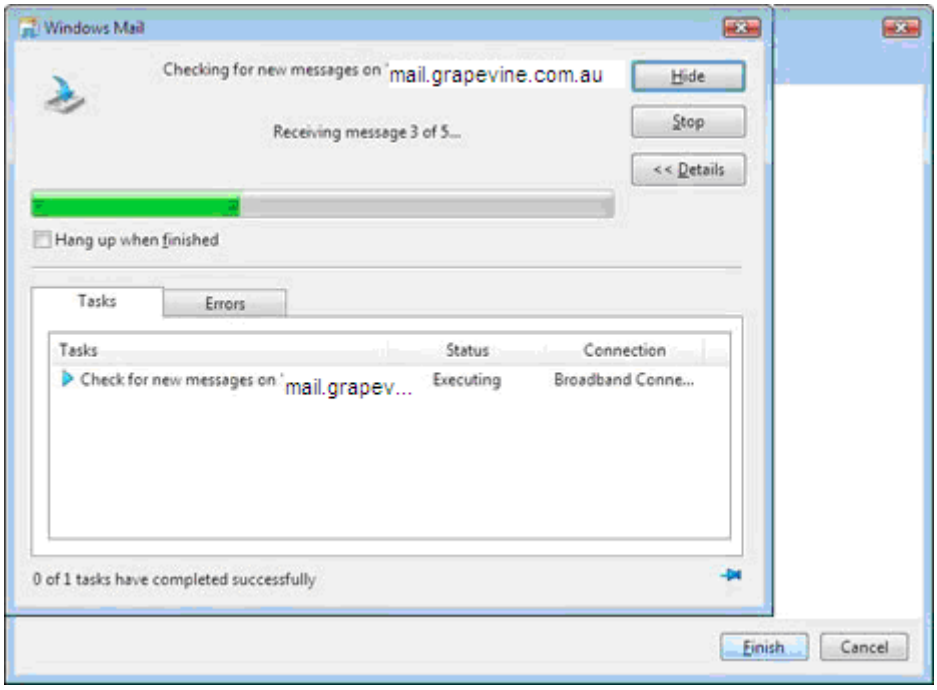



7. Click **Next**, and enter your full Grapevine email address including '@[your grapevine domain] and your Grapevine email password.




8. Click **Next** and then Click **Finish**.

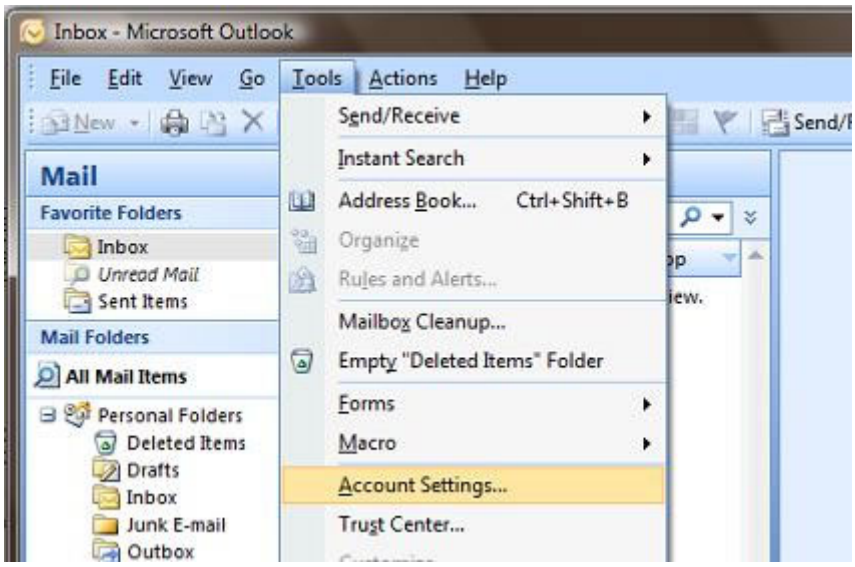
9. Click **OK.** You're done! Click **Send/Receive** to start checking your Grapevine email messages.



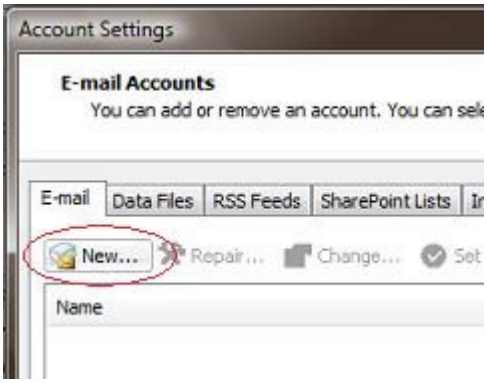
## Outlook 2007 POP configuration

**Setting up your account**

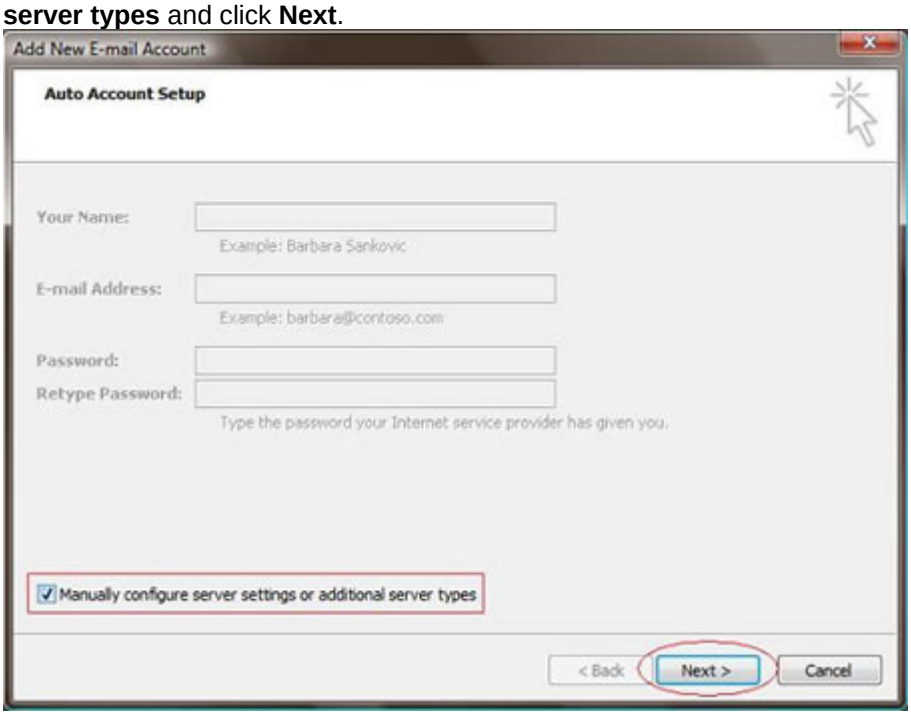
1. Open up Outlook 2007 (Start > Programs > Outlook 2007)
2. Click the **Tools** menu up the top of the screen and select **Accounts Settings…**



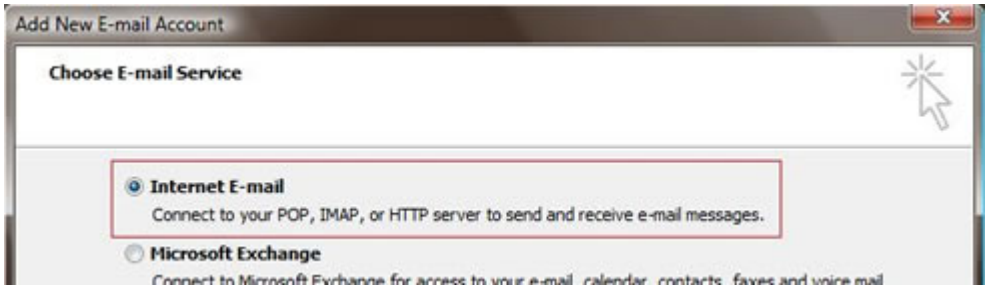

3. Click on **New…**



4. Put a tick in the box labelled **Manually configure server settings or additional server types** and click **Next**.



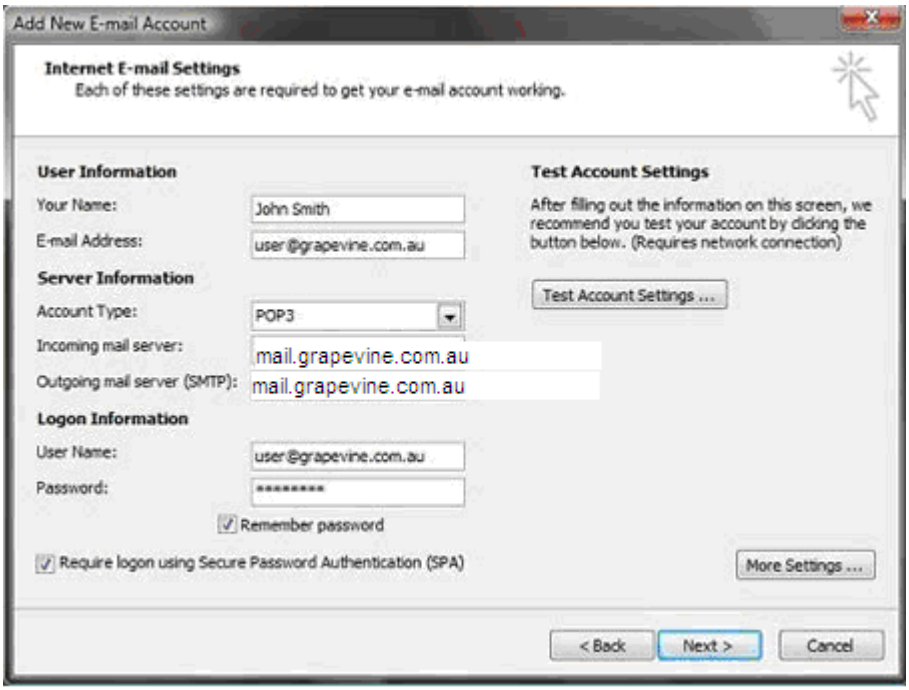

5. Select **Internet E-mail** and click **Next**


Add New E-mail Account
Choose E-mail Service
Internet E-mail
Connect to your POP, IMAP, or HTTP server to send and receive e-mail messages.
Microsoft Exchange

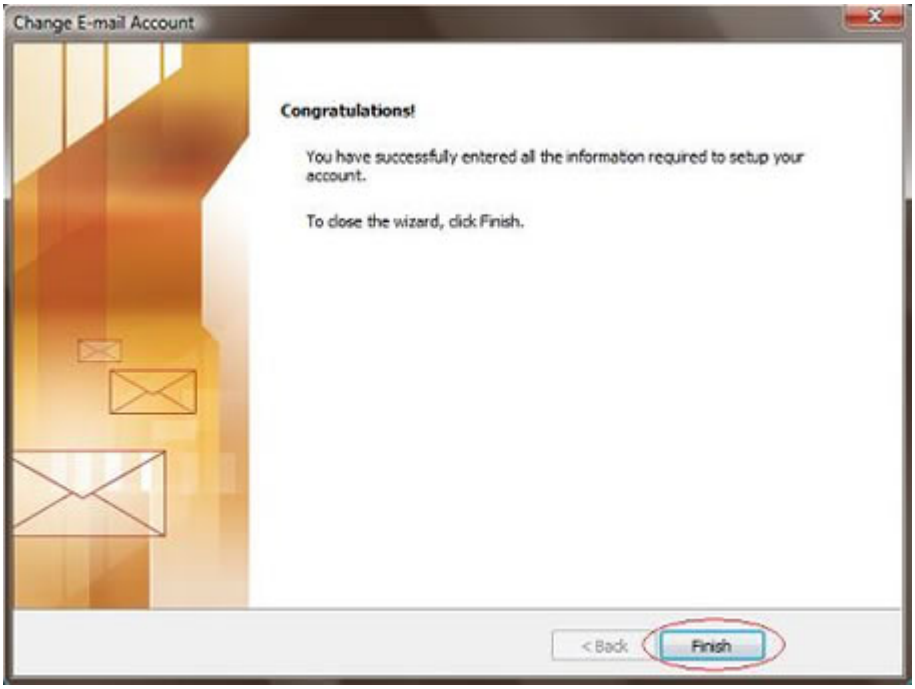
6. Fill out each field with your relevant Grapevine Mail account details. Once you have done this click onto **Test account settings...** to confirm your details are correct. If your test works and you do not need to enter any more information and you can click **Next** to finish account setup.

   **Your Name:** Enter your name as you would like it to appear in the **From** field of outgoing messages.
   **E-mail address:** Enter your full Grapevine email address (username@[your Grapevine domain]).
   **Account type:** POP3
   **Incoming mail server:** mail.grapevine.com.au
   **Outgoing e-mail server (SMTP):** mail.grapevine.com.au
   **User Name:** Enter your full Grapevine email address (username@[your Grapevine domain]).
   **Password:** Enter your Grapevine email password.

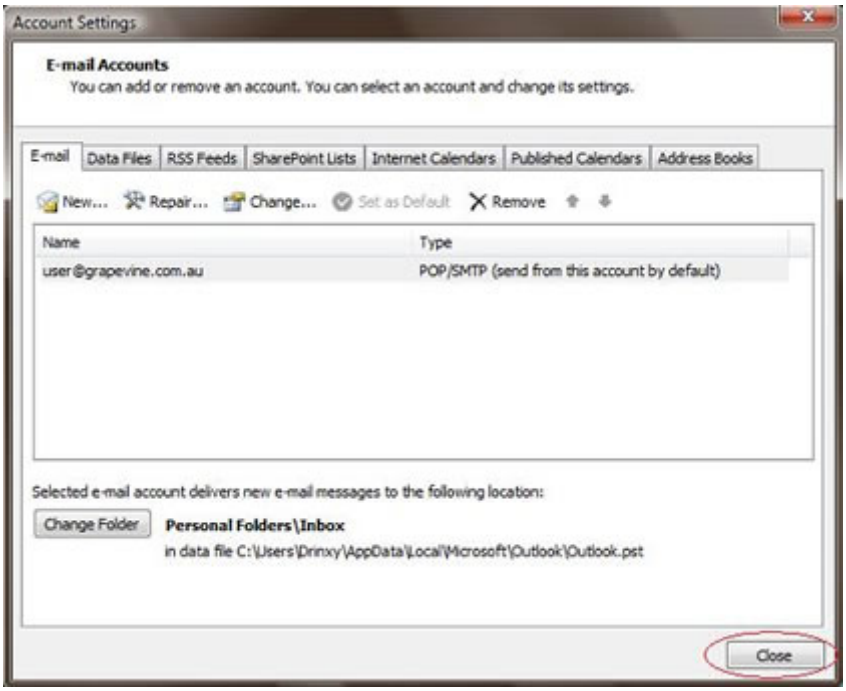
   Check the **Require logon using Secure Password Authentication** box



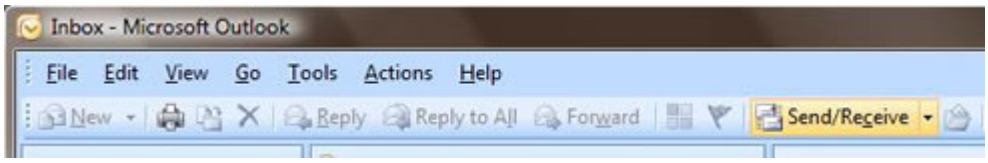

7. Click **Finish**


Change E-mail Account
Congratulations!
You have successfully entered all the information required to setup your account.
To close the wizard, click Finish.
< Back
Finish

8. Click **Close.** You're done!

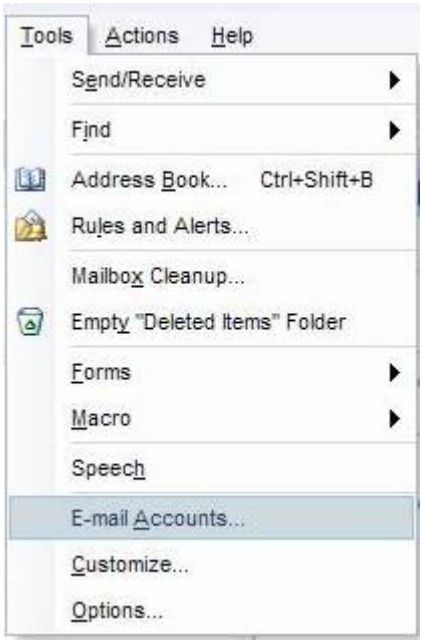



9. Click **Send/Receive** to start checking your Grapevine email messages.

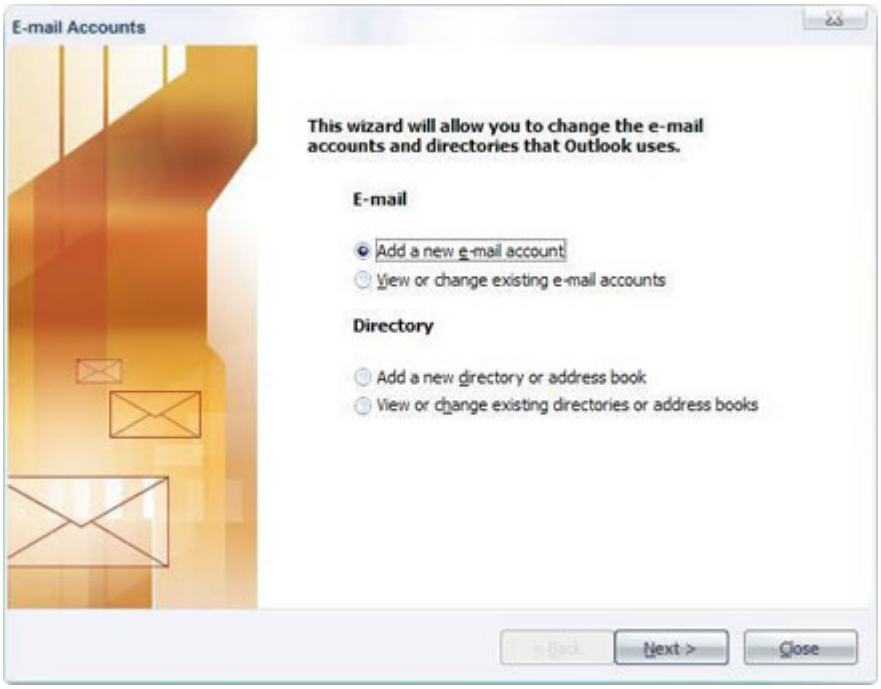


## Outlook 2003 POP configuration

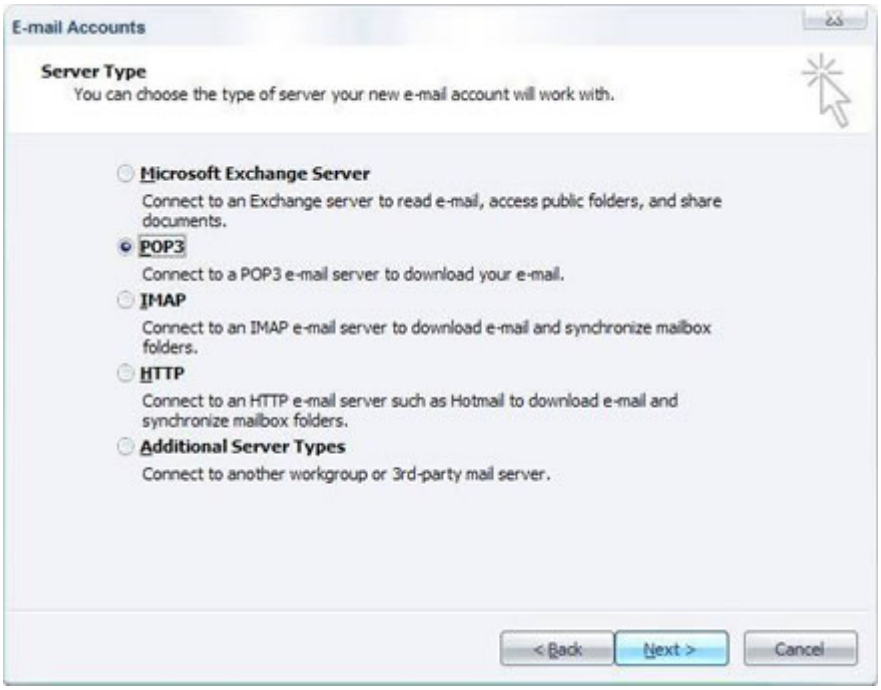
1. Open Outlook 2003 (Start > Programs > Outlook).
2. Click the **Tools** menu up the top of the screen and select **E-mail Accounts...**




3. Click **Add a new e-mail account**, and click **Next**.


E-mail Accounts
This wizard will allow you to change the e-mail accounts and directories that Outlook uses.
E-mail
Add a new e-mail account
View or change existing e-mail accounts
Directory
Add a new directory or address book
View or change existing directories or address books
Next >
Close

4. Choose **POP3** and click **Next**.

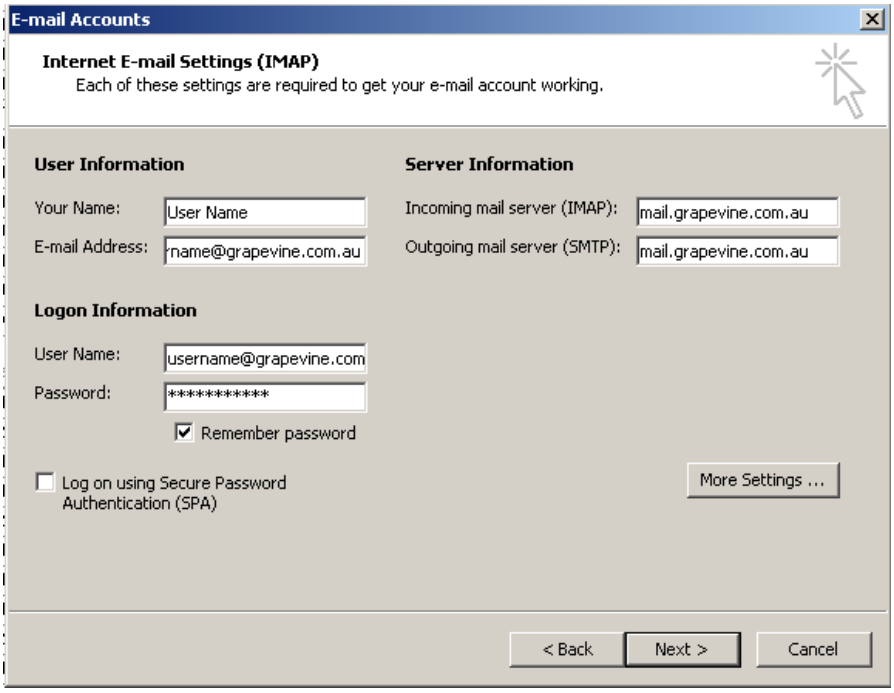

E-mail Accounts
Server Type
You can choose the type of server your new e-mail account will work with.
Microsoft Exchange Server
Connect to an Exchange server to read e-mail, access public folders, and share documents.
POP3
Connect to a POP3 e-mail server to download your e-mail.
IMAP
Connect to an IMAP e-mail server to download e-mail and synchronize mailbox folders.
HTTP
Connect to an HTTP e-mail server such as Hotmail to download e-mail and synchronize mailbox folders.
Additional Server Types
Connect to another workgroup or 3rd-party mail server.
< Back
Next >
Cancel

5. Fill in all necessary fields to include the following information:

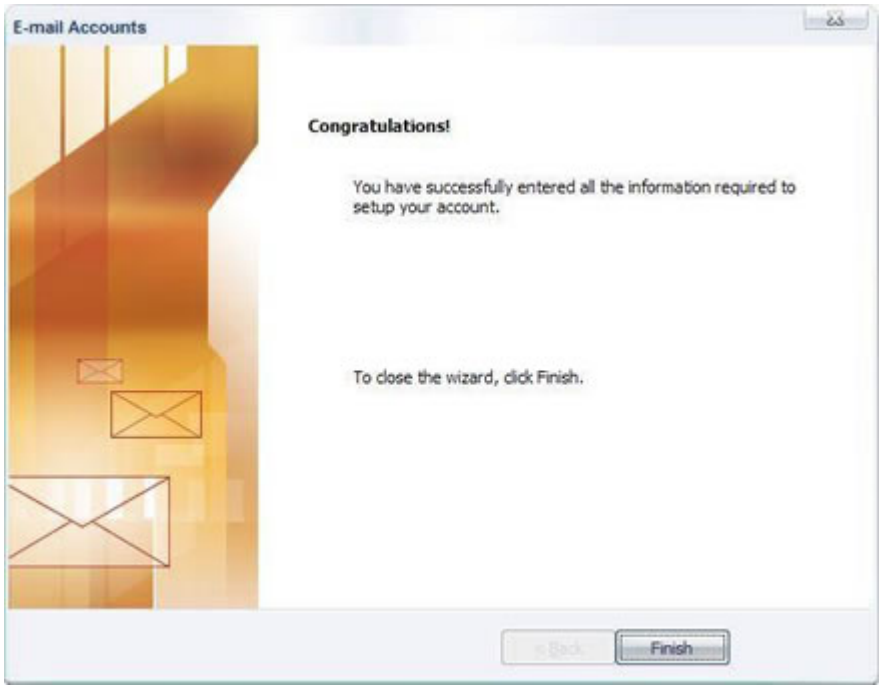
**User Information**
**Your Name:** Enter your name as you would like it to appear in the **From** field of outgoing messages.
**Email Address: Username:** Enter your full Grapevine email address (username@[your Grapevine domain]).

**Server Information**
**Incoming mail server (POP3):** mail.grapevine.com.au
**Outgoing mail server (SMTP):** mail.grapevine.com.au

**Login Information**
**User Name:** Enter your full Grapevine email address (username@[your Grapevine domain]).
**Password:** Enter your Grapevine email password.



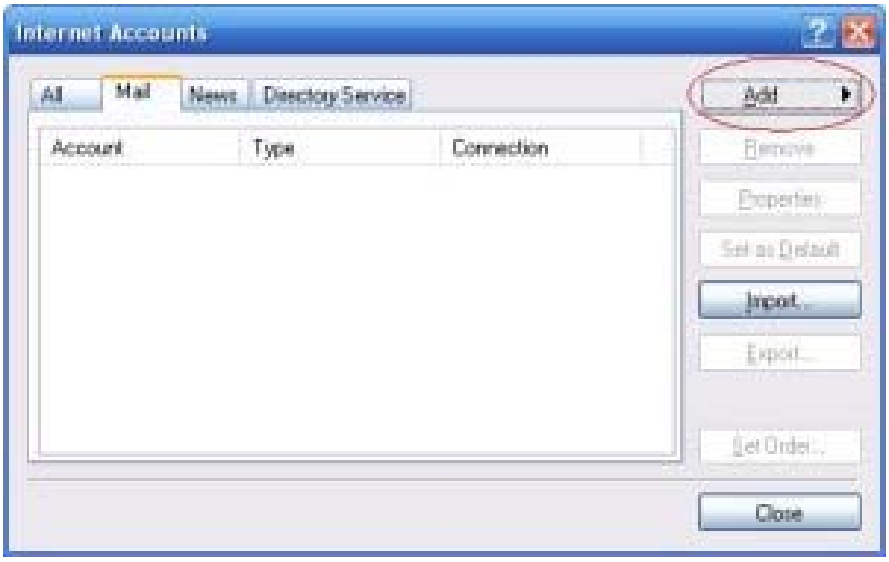
6. Click **Test Account Settings...** After receiving **Congratulations! All tests completed successfully**, click **Close**.
7. Click **Next**, and then click **Finish**.


E-mail Accounts
Congratulations!
You have successfully entered all the information required to setup your account.
To close the wizard, click Finish.
Finish

## Outlook Express POP configuration

1. Open Outlook 2003 (Start > Programs > Outlook Express).
2. Click the **Tools** menu up the top of the screen and select **E-mail Accounts...**

3. Click **Add**, and then click **Mail...**



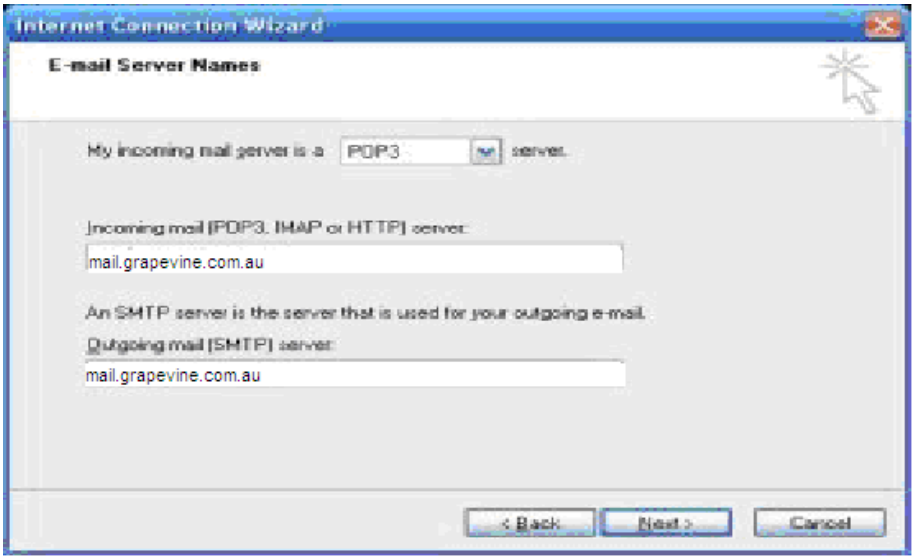
4. Enter your name in the **Display name** field, and click **Next**.

Internet Connection Wizard
Your Name
When you send e-mail, your name will appear in the From field of the outgoing message. Type your name as you would like it to appear.
Display name:
Grapevine
For example: John Smith
< Back
Next >
Cancel

5. Enter your full Grapevine email address (username@[your grapevine domain]) in the **Email address** field, and click **Next.**

Internet Connection Wizard
Internet E-mail Address
Your e-mail address is the address other people use to send e-mail messages to you.
E-mail address:
username@grapevine.com.au
For example: someone@microsoft.com
< Back
Next >
Cancel

6. Enter **mail.grapevine.com.au** in the **Incoming mail (POP3, IMAP or HTTP) server** field. Enter **mail.grapevine.com.au** in the **Outgoing mail (SMTP) server** field and click **Next**


Internet Connection Wizard
E-mail Server Names
My incoming mail server is a POP3 server.
Incoming mail (POP3, IMAP or HTTP) server:
mail.grapevine.com.au
An SMTP server is the server that is used for your outgoing e-mail.
Outgoing mail (SMTP) server:
mail.grapevine.com.au
< Back
Next >
Cancel

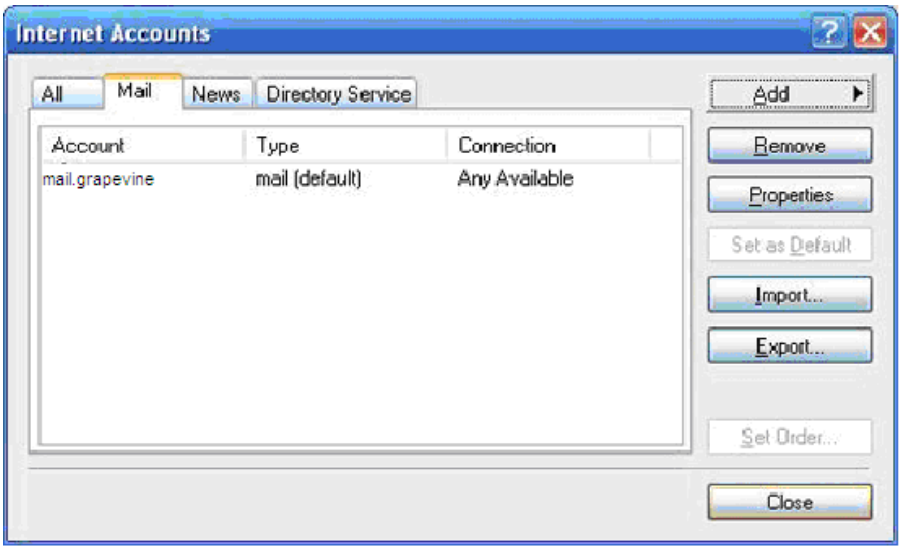
7. Enter your full Grapevine email address in the **Account name** field. Enter your Grapevine email password in the **Password** field, and click **Next**.

Internet Connection Wizard
Internet Mail Logon
Type the account name and password your Internet service provider has given you.
Account name:
username@grapevine.com.au
Password:
Remember password
If your Internet service provider requires you to use Secure Password Authentication (SPA) to access your mail account, select the 'Log On Using Secure Password Authentication (SPA)' check box.
Log on using Secure Password Authentication (SPA)
< Back
Next >
Cancel

8. Click **Finish**.

Internet Connection Wizard
Congratulations
You have successfully entered all of the information required to set up your account.
To save these settings, click Finish.
< Back
Finish
Cancel

9. Click **Close**



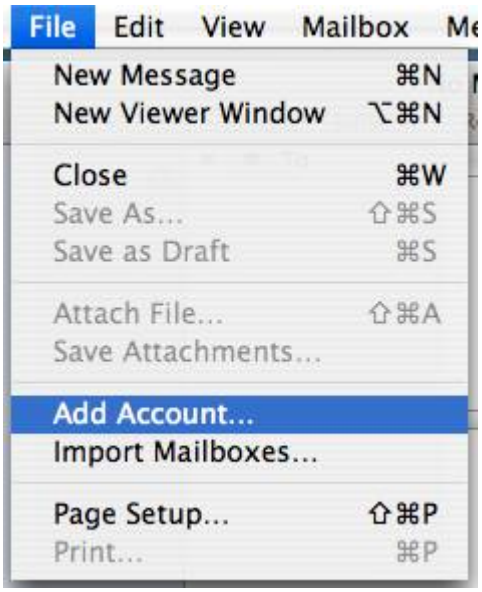
10. Click on **Send/Recv** and if there are any emails on the mail server, they will download to your Inbox immediately.

## Apple Mail 4.0 POP configuration

Please note that if you're adding your Grapevine address to Apple Mail 4.0 for the first time with automatic configuration, your mail will be configured for IMAP access.

In order to configure POP for the first time, please follow these steps:

1. Open your Apple Mail client
2. Click the **File** menu up the top of the screen and select **Add Account…**



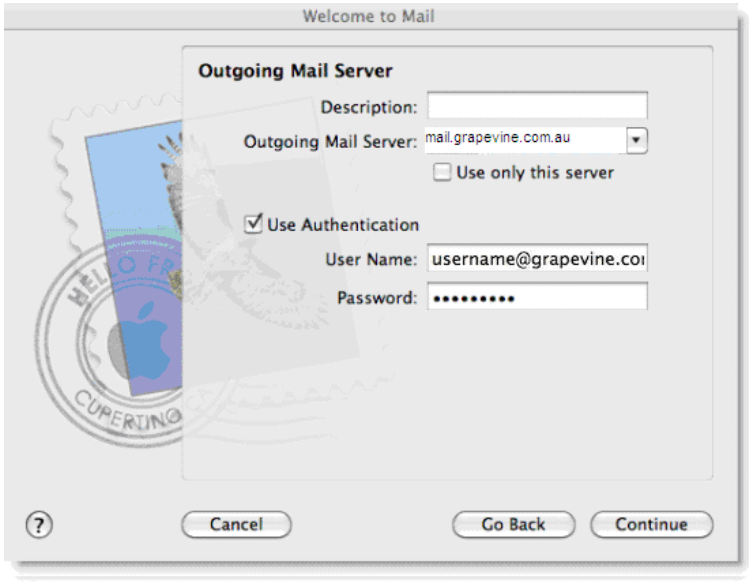

3. Fill in the 'Welcome to Mail' window with the following information:
   - **Full Name:** Enter your name as you would like it to appear in the **From** field of outgoing messages.
   - **Username:** Enter your full Grapevine email address (username@[your Grapevine domain]).
     **Password:** Enter your Grapevine email password

4. Click **Continue**
5. Fill in the following **Incoming Mail Server information**:
   - Incoming Mail Server: Change this to **mail.grapevine.com.au**

- **Username:** Enter your full Grapevine email address (username@[your Grapevine domain]).
  **Password:** Enter your Grapevine email password

6. Click **Continue**
7. Incoming **Mail Security**
   - Use Secure Sockets Layer (SSL): selected
   - Authentication: Password

8. Click **Continue**
9. Enter the following **Outgoing Mail Server** information:
   - You can leave description blank - this field is optional
   - Outgoing Mail Server: **mail.grapevine.com.au**
   - Use Authentication: selected
   - **Username:** Enter your full Grapevine email address (username@[your Grapevine domain]).
     **Password:** Enter your Grapevine email password



10. Click **Continue**.
11. Outgoing **Mail Security**
    - Use Secure Sockets Layer (SSL): selected
    - Authentication: Password

12. Click **Continue**
13. Review your Account Summary and uncheck **Take account online** as you will need to adjust your incoming port number

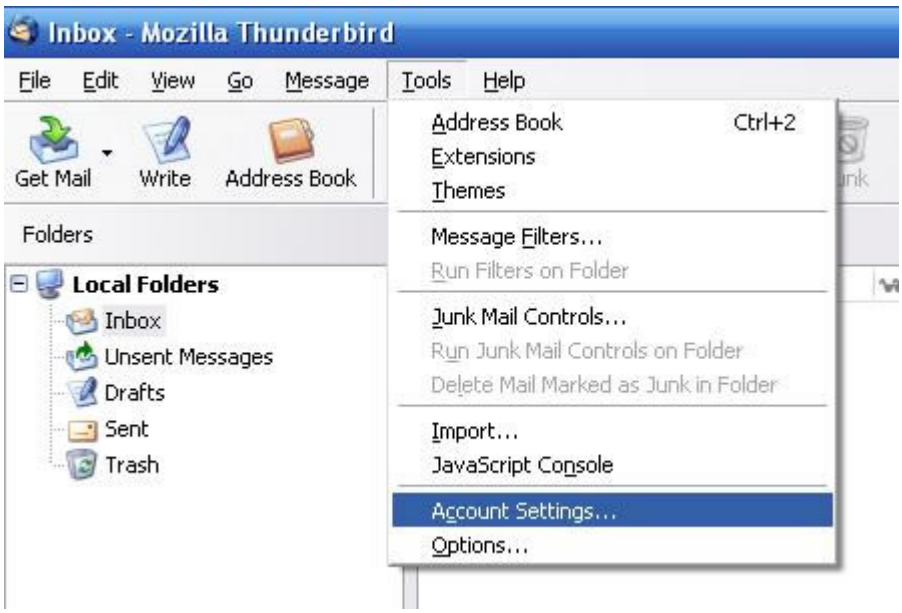
14. Click **Create**
15. Click **Continue**, then click **Done.** You should now be able to receive any new mail messages from our mail server.

## Mozilla Thunderbird POP configuration

Please note that if you're adding your Grapevine address to Mozilla Thunderbird 3.0 for the first time with automatic configuration, your mail will be configured for IMAP access.

In order to configure POP for the first time, please follow these steps:

1. Open Thunderbird.
2. Click the **Tools** menu, and select **Account Settings...**




3. Select **Add Account** and then **Email account**

Account Wizard
New Account Setup
In order to receive messages, you first need to set up a Mail or Newsgroup account.
This Wizard will collect the information necessary to set up a Mail or Newsgroup account. If you do not know the information requested, please contact your System Administrator or Internet Service Provider.
Select the type of account you would like to set up:
Email account
RSS News & Blogs
Newsgroup account
< Back
Next >
Cancel

4. Enter how you would like your name to be displayed in the **Your Name** field, and enter in your full email address in the **Email address** field, then click **Next**

Account Wizard
Identity
Each account has an identity, which is the information that identifies you to others when they receive your messages.
Enter the name you would like to appear in the "From" field of your outgoing messages (for example, "John Smith").
Your Name:
Grapevine
Enter your email address. This is the address others will use to send email to you (for example, "user@example.net").
Email Address:
username@grapevine.com.au
< Back
Next >
Cancel

5. Select POP as the type of incoming server, then in the **Incoming Server** field, type **mail.grapevine.com.au.**

   Ensure Use Global Inbox is ticked, and then click **Next**.

Account Wizard
Server Information
Select the type of incoming server you are using.
POP
IMAP
Enter the name of your incoming server (for example, "mail.example.net").
Incoming Server:
mail.grapevine.com.au
Uncheck this checkbox to store mail for this account in its own directory. That will make this account appear as a top-level account. Otherwise, it will be part of the Local Folders Global Inbox account.
Use Global Inbox (store mail in Local Folders)
Your existing outgoing server (SMTP), "smtp.grapevine.net.au", will be used. You can modify outgoing server settings by choosing Account Settings from the Tools menu.
< Back
Next >
Cancel

6. In the **Incoming User Name** and **Outgoing User Name** fields, type in your full Grapevine email address for both fields, then click **Next.**

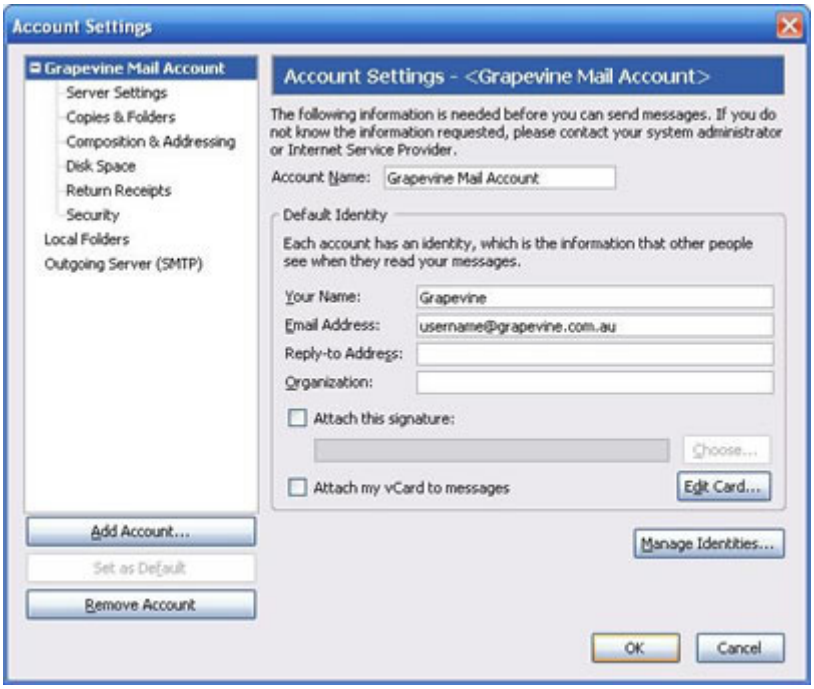
Account Wizard
User Names
Enter the incoming user name given to you by your email provider (for example, "jsmith").
Incoming User Name:
username@grapevine.com.au
Enter the outgoing user name given to you by your email provider (this is typically the same as your incoming user name).
Outgoing User Name:
username@grapevine.com.au
< Back
Next >
Cancel

7. Change the **Account Name** to **Grapevine mail account** or similar.

Account Wizard
Account Name
Enter the name by which you would like to refer to this account (for example, "Work Account", "Home Account" or "News Account").
Account Name:
Grapevine Mail Account
< Back
Next >
Cancel

8. Ensure the settings are similar to the ones below, and then click **Finish.**

9. Click on **OK**



## Supported IMAP client list

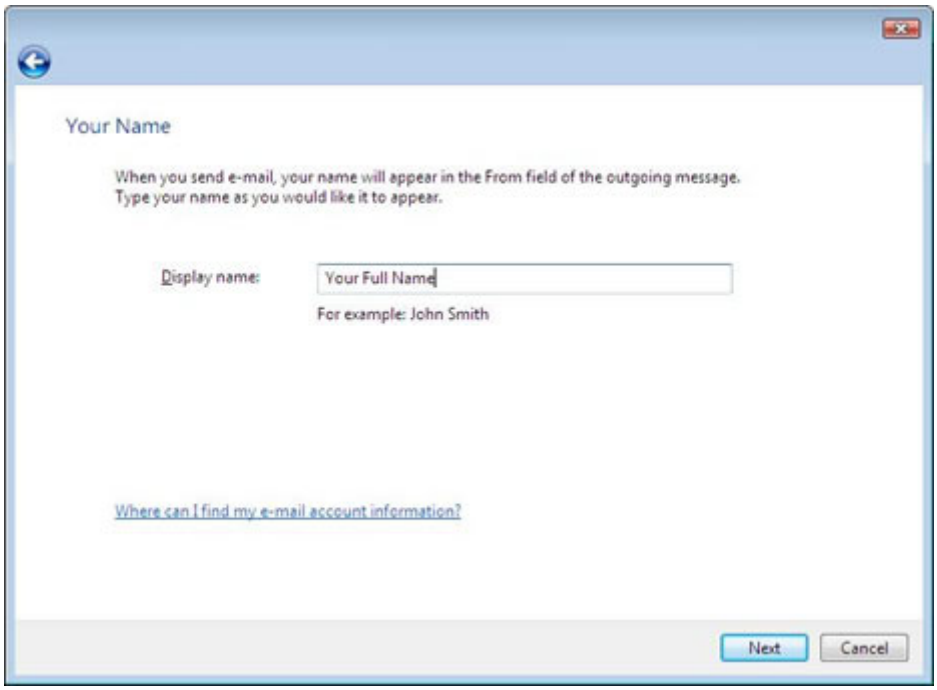
If your client isn't listed here, we're not able to provide assistance with its configuration, but we suggest that you try out the instructions for unsupported mail clients.

**Mail Clients**

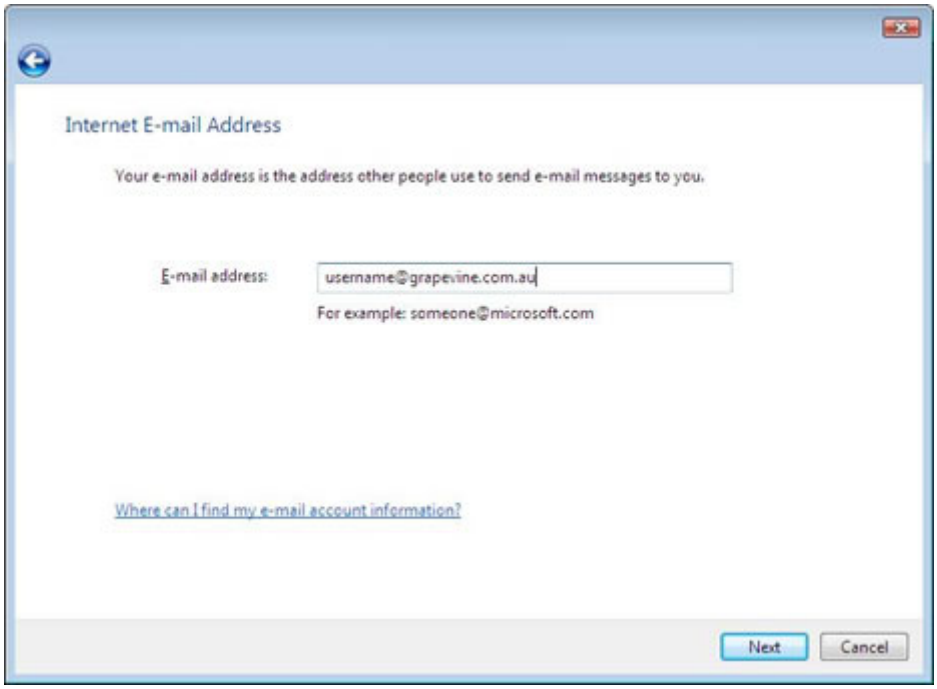
- Windows Mail
- Microsoft Outlook 2007
- Microsoft Outlook 2003
- Microsoft Outlook Express
- Apple Mail 4.0
- Mozilla Thunderbird

## Windows Mail IMAP configuration

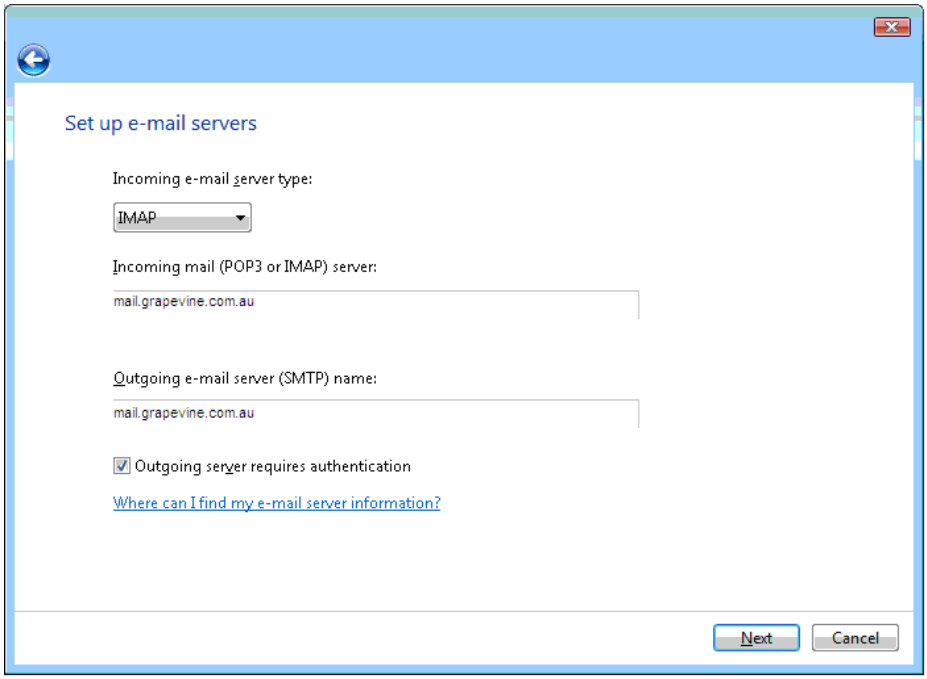
1. Open Windows Mail. The wizard pops up if it's your first time using it; otherwise, simply click **Tools** > **Accounts** > **Add**.
2. Enter your name, then click **Next**.


Your Name
When you send e-mail, your name will appear in the From field of the outgoing message.
Type your name as you would like it to appear.
Display name:
Your Full Name
For example: John Smith
Where can I find my e-mail account information?
Next
Cancel

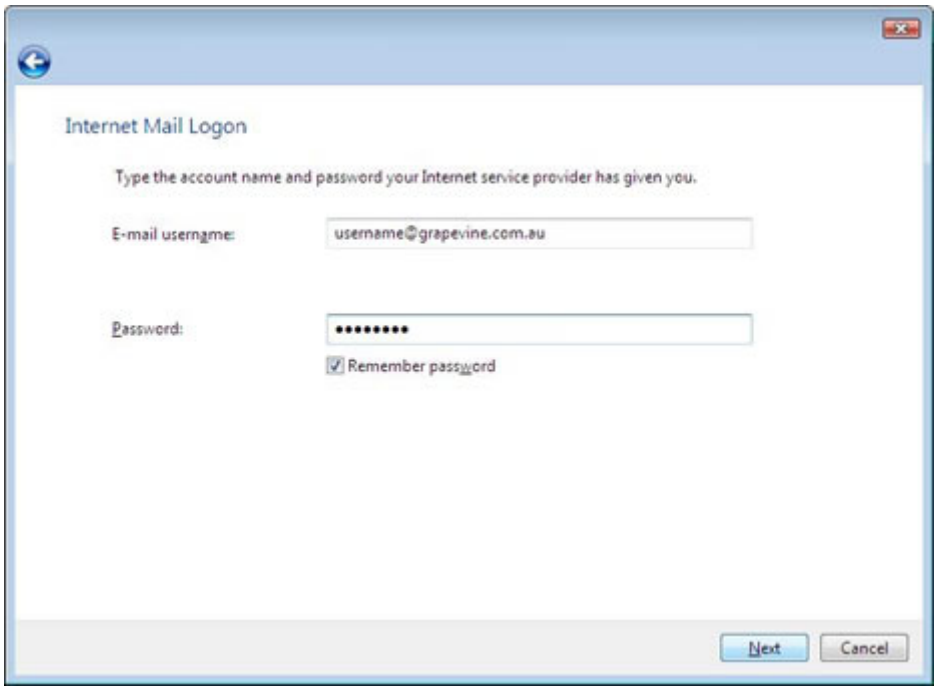
3. **Email Address:** Enter your full Grapevine email address (username@[your Grapevine domain]).


Internet E-mail Address
Your e-mail address is the address other people use to send e-mail messages to you.
E-mail address:
username@grapevine.com.au
For example: someone@microsoft.com
Where can I find my e-mail account information?
Next
Cancel

4. Choose **IMAP** input given servers, and check 'Outgoing server requires authentication'; click **Next**.

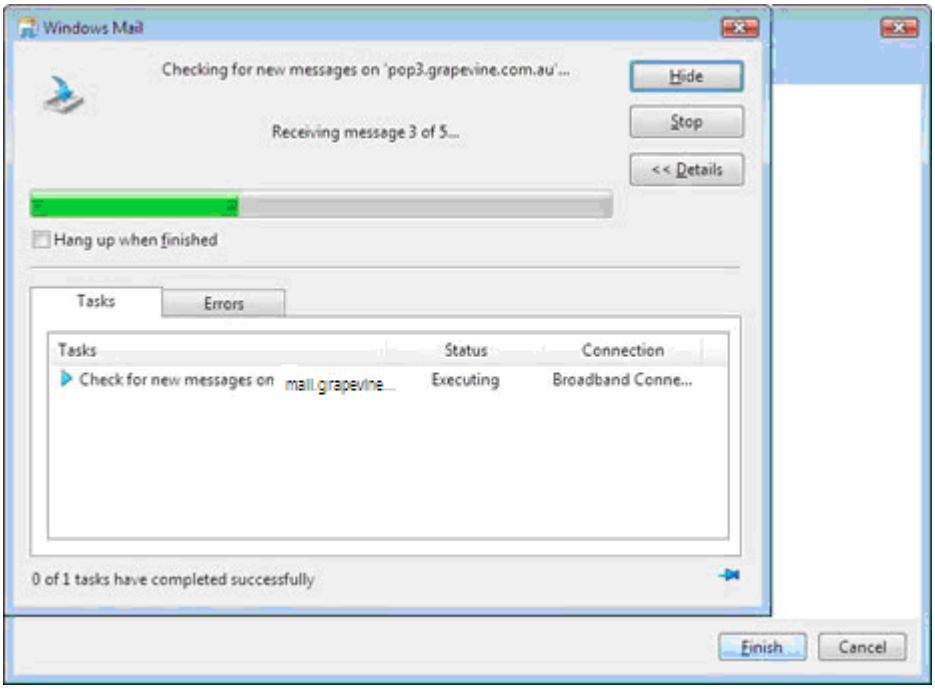



5. **Email Address:** Enter your full Grapevine email address (username@[your Grapevine domain]).
**Password:** Enter your Grapevine email password.



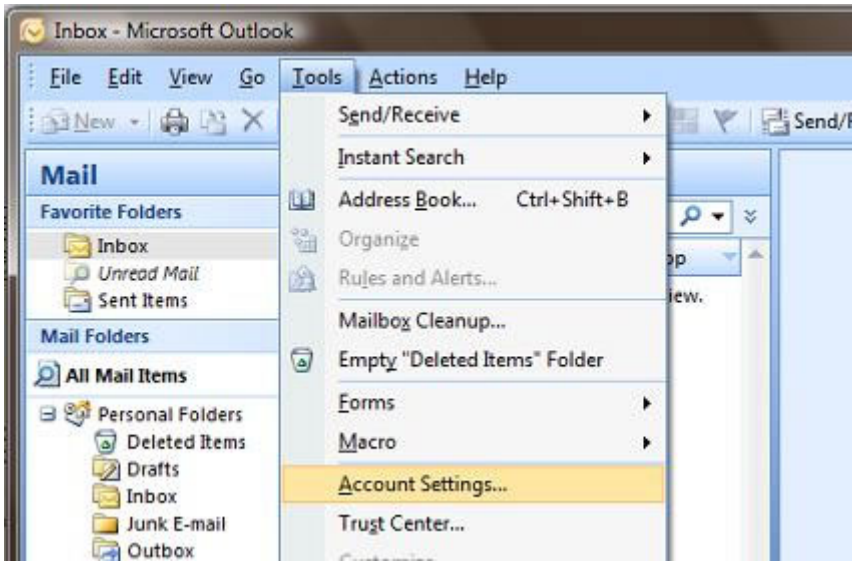

10. Click **Next** and then Click **Finish**.

11. Click **OK.** You're done! Click **Send/Receive** to start checking your Grapevine email messages.

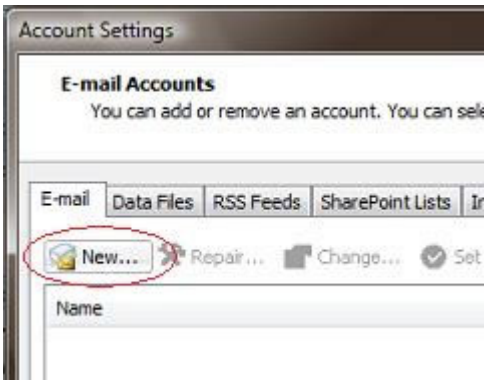

Windows Mail
Checking for new messages on 'pop3.grapevine.com.au'...
Receiving message 3 of 5...
Hide
Stop
<< Details
Hang up when finished
Tasks
Errors
Tasks
Status
Connection
Check for new messages on mail.grapevine...
Executing
Broadband Conne...
0 of 1 tasks have completed successfully
Finish
Cancel

## Outlook 2007 IMAP configuration

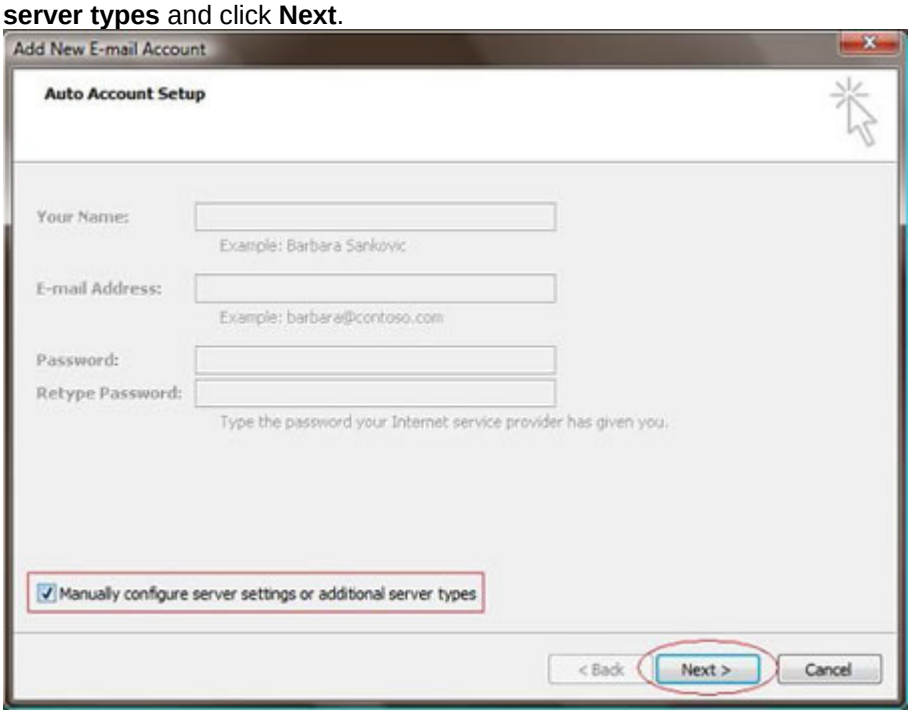
1. Open Outlook (Start > Programs > Outlook 2007)
2. Click the **Tools** menu up the top of the screen and select **Accounts Settings…**



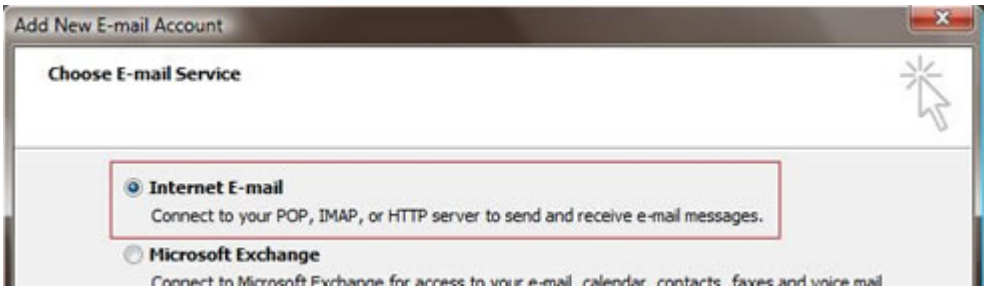

3. Click on **New…**




4. Put a tick in the box labelled **Manually configure server settings or additional server types** and click **Next**.



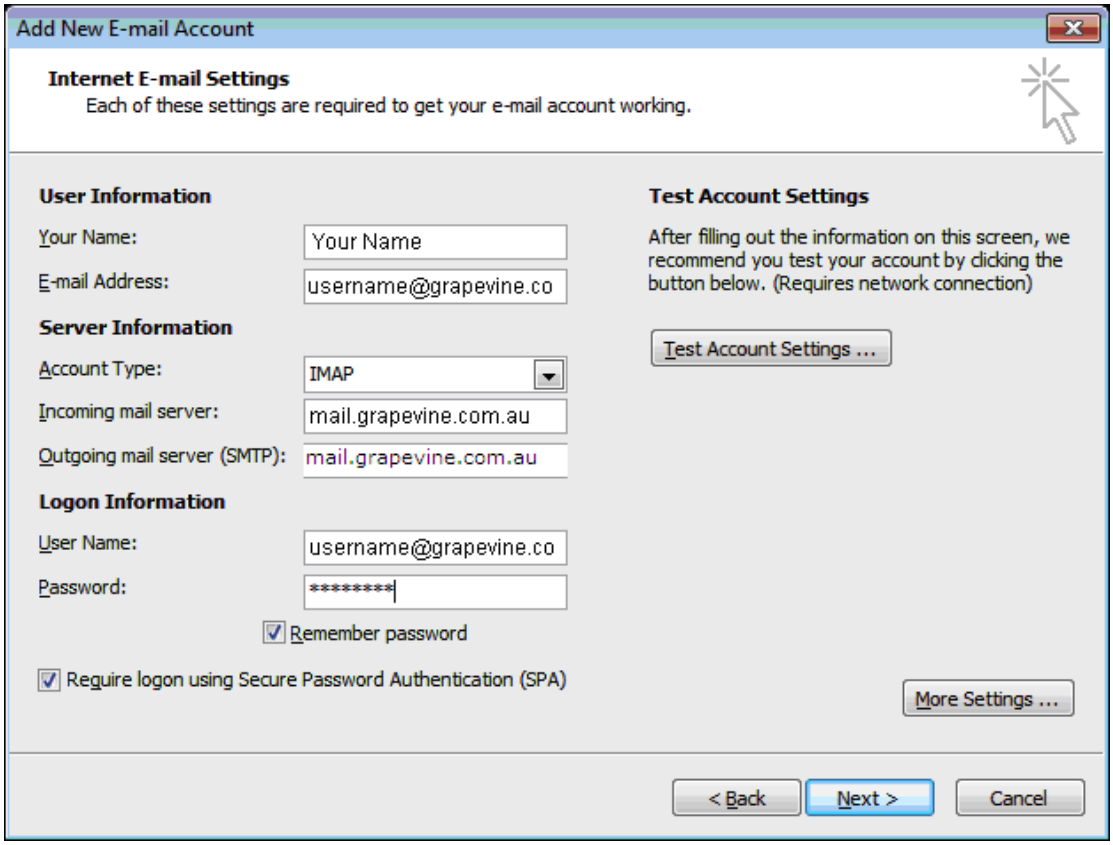
5. Select **Internet E-mail** and click **Next**


Add New E-mail Account
Choose E-mail Service
Internet E-mail
Connect to your POP, IMAP, or HTTP server to send and receive e-mail messages.
Microsoft Exchange

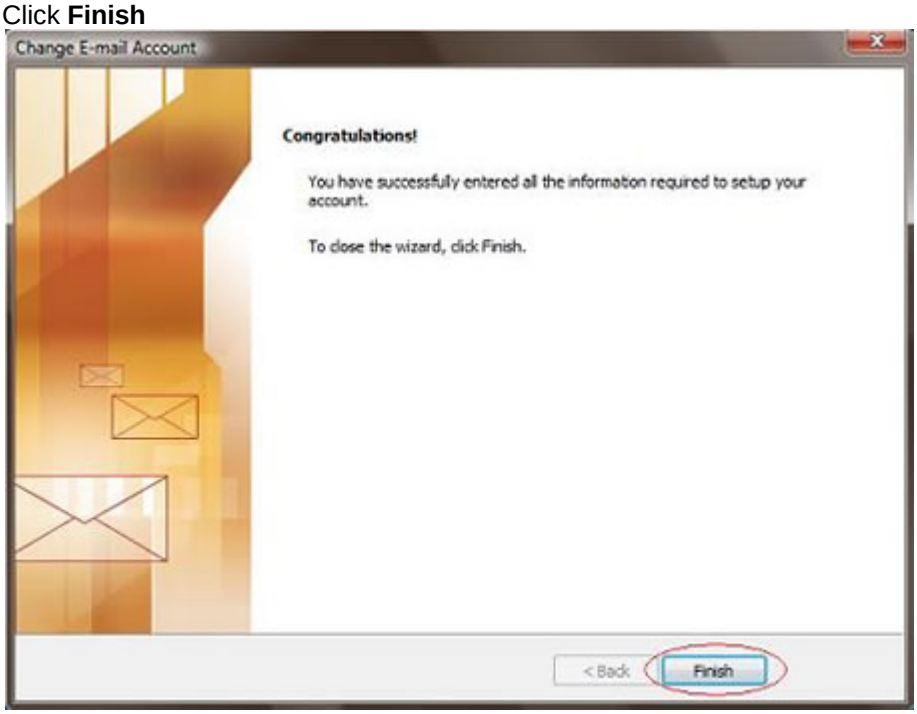
6. Fill out each field with your relevant Grapevine Mail account details. Once you have done this click onto **Test account settings...** to confirm your details are correct. If your test works and you do not need to enter any more information and you can click **Next** to finish account setup.

   **Your Name:** Enter your name as you would like it to appear in the **From** field of outgoing messages.
   **E-mail address:** Enter your full Grapevine email address (username@[your Grapevine domain]).
   **Account type:** IMAP
   **Incoming mail server:** mail.grapevine.com.au
   **Outgoing e-mail server (SMTP):** mail.grapevine.com.au
   **User Name:** Enter your full Grapevine email address (username@[your Grapevine domain]).
   **Password:** Enter your Grapevine email password.

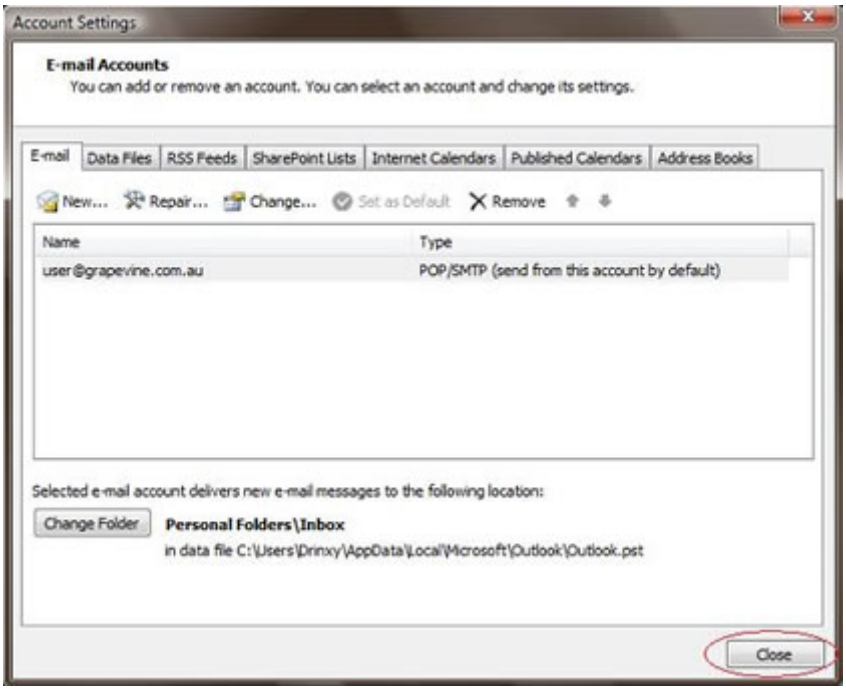
   Check the **Require logon using Secure Password Authentication** box



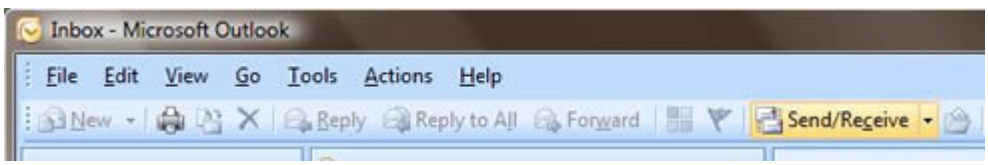
7. Click **Finish**


Change E-mail Account
Congratulations!
You have successfully entered all the information required to setup your account.
To close the wizard, click Finish.
< Back
Finish

8. Click **Close.** You're done!



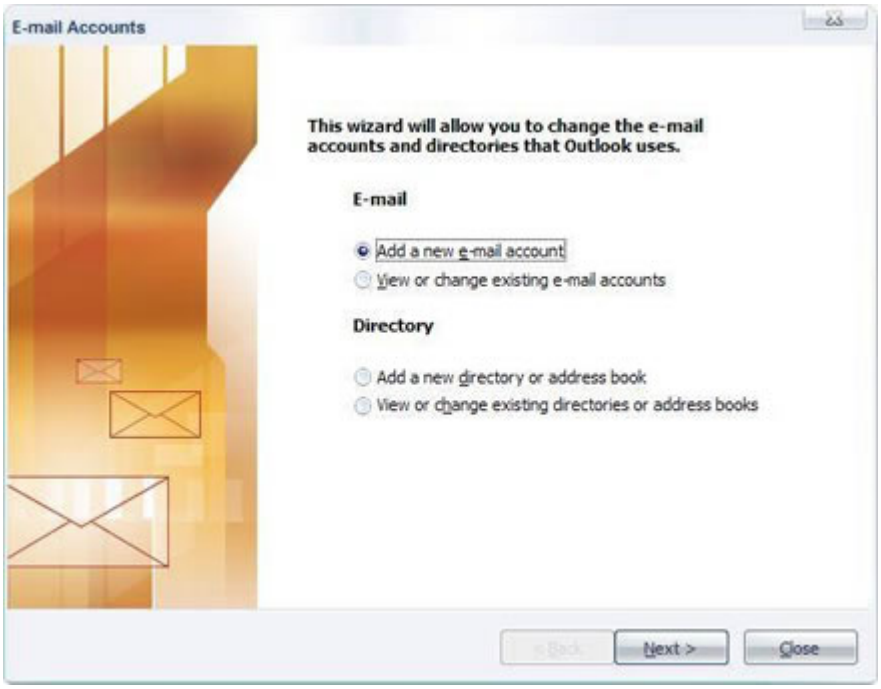

9. Click **Send/Receive** to start checking your Grapevine email messages.



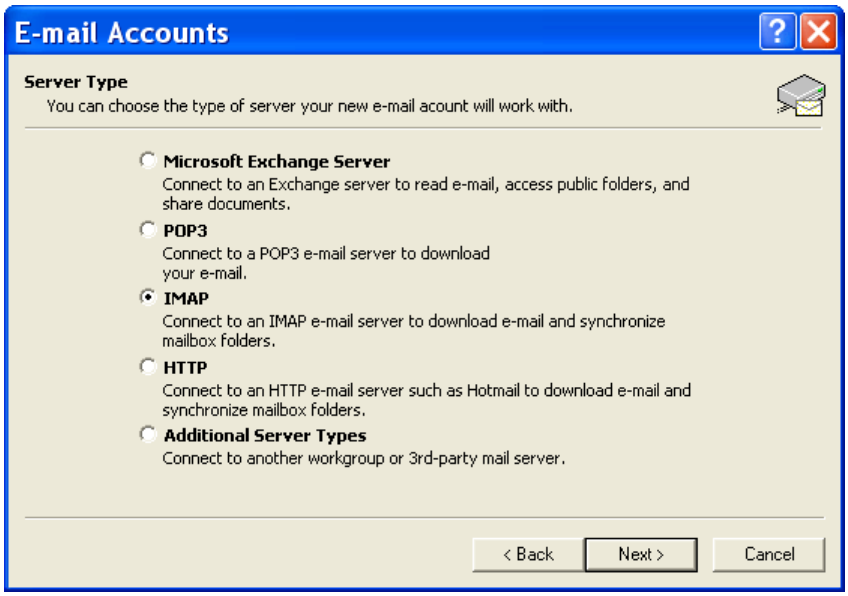
## Outlook 2003 IMAP configuration

1. Open Outlook 2003 (Start > Programs > Outlook).
2. Click the **Tools** menu up the top of the screen and select **E-mail Accounts...**

3. Click **Add a new e-mail account**, and click **Next**.


E-mail Accounts
This wizard will allow you to change the e-mail accounts and directories that Outlook uses.
E-mail
Add a new e-mail account
View or change existing e-mail accounts
Directory
Add a new directory or address book
View or change existing directories or address books
< Back
Next >
Close

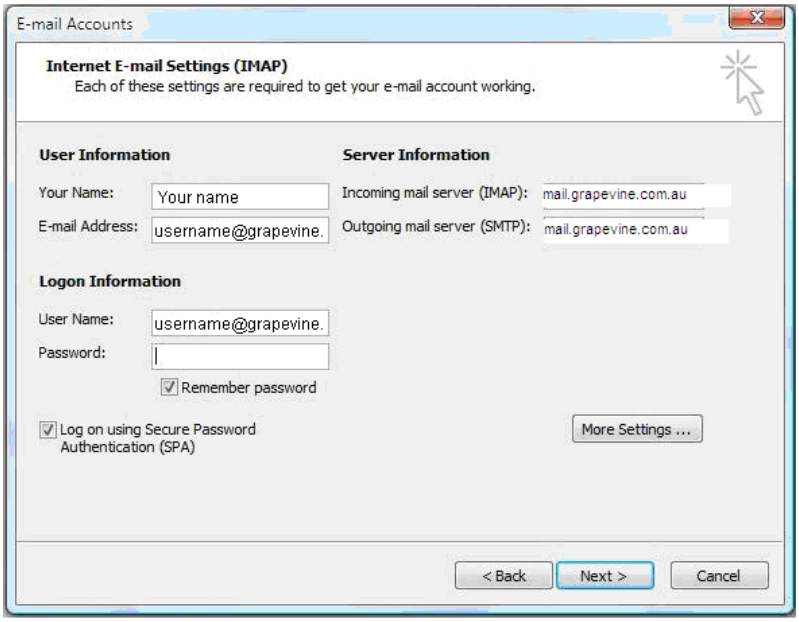
4. Choose **IMAP** and click **Next**.


E-mail Accounts
Server Type
You can choose the type of server your new e-mail acount will work with.
Microsoft Exchange Server
Connect to an Exchange server to read e-mail, access public folders, and share documents.
POP3
Connect to a POP3 e-mail server to download your e-mail.
IMAP
Connect to an IMAP e-mail server to download e-mail and synchronize mailbox folders.
HTTP
Connect to an HTTP e-mail server such as Hotmail to download e-mail and synchronize mailbox folders.
Additional Server Types
Connect to another workgroup or 3rd-party mail server.
< Back
Next >
Cancel

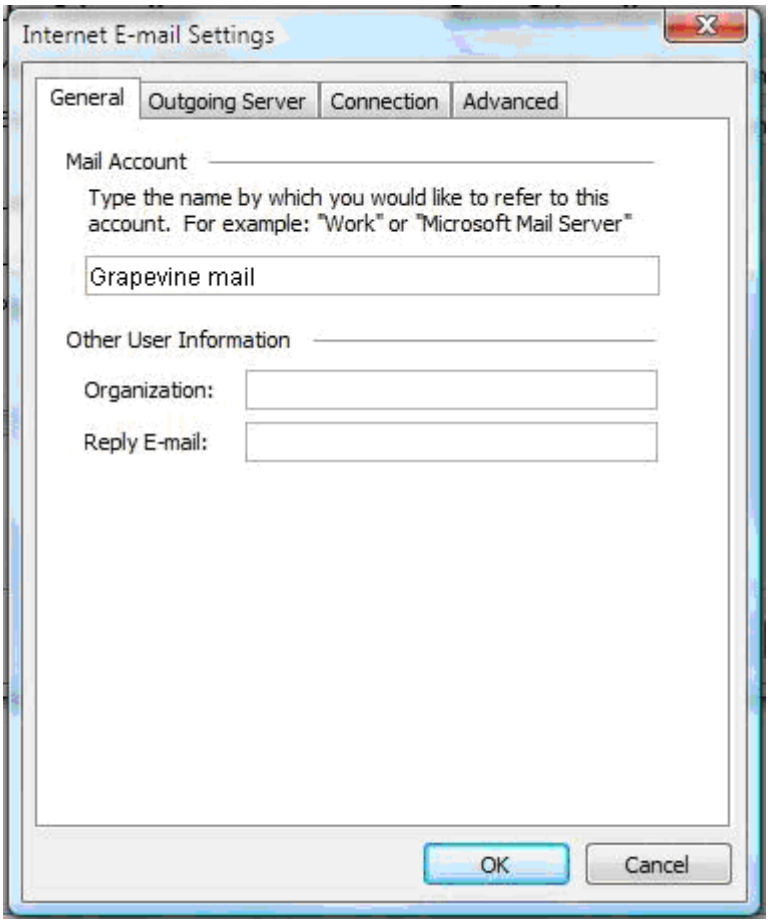
5. Fill out each field with your relevant Grapevine Mail account details. Once you have done this click onto **Test account settings...** to confirm your details are correct. If your test works and you do not need to enter any more information and you can click **Next** to finish account setup.

   **Your Name:** Enter your name as you would like it to appear in the **From** field of outgoing messages.
   **E-mail address:** Enter your full Grapevine email address (username@[your Grapevine domain]).
   **Account type:** IMAP
   **Incoming mail server:** mail.grapevine.com.au
   **Outgoing e-mail server (SMTP):** mail.grapevine.com.au
   **User Name:** Enter your full Grapevine email address (username@[your Grapevine domain]).
   **Password:** Enter your Grapevine email password.

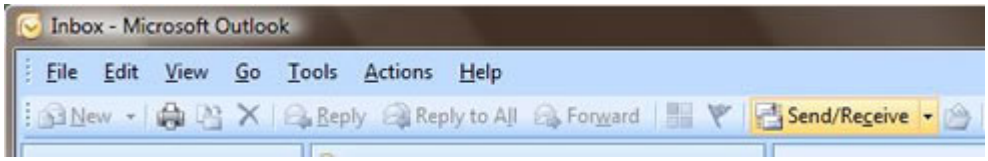
   Check the **Require logon using Secure Password Authentication** box



6. Enter a name for your mailbox into the **Mail Account** section




10. Click **Send/Receive** to start checking your Grapevine email messages.

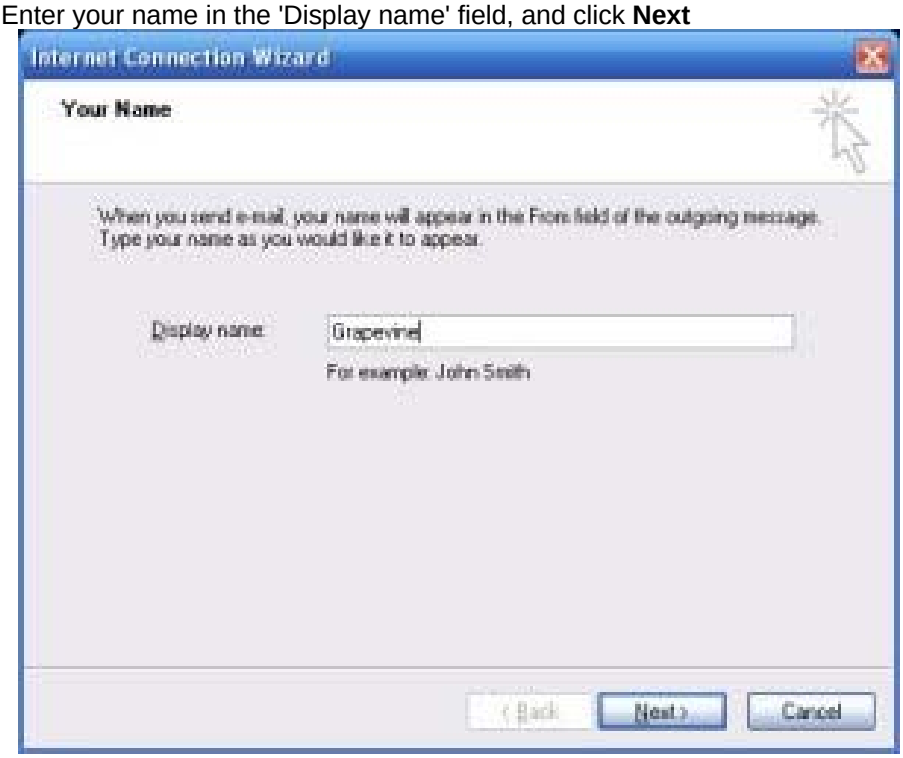


# Outlook Express IMAP configuration

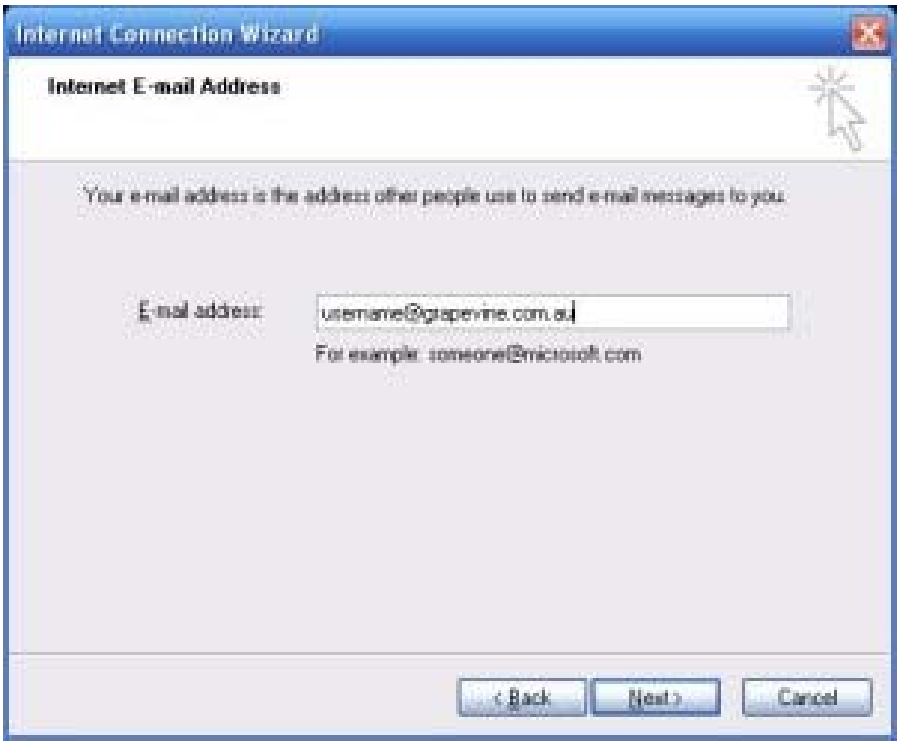
1. Open Outlook 2003 (Start > Programs > Outlook Express).
2. Click the **Tools** menu, and select **Accounts...**

3. Click **Add**, and then click **Mail...**

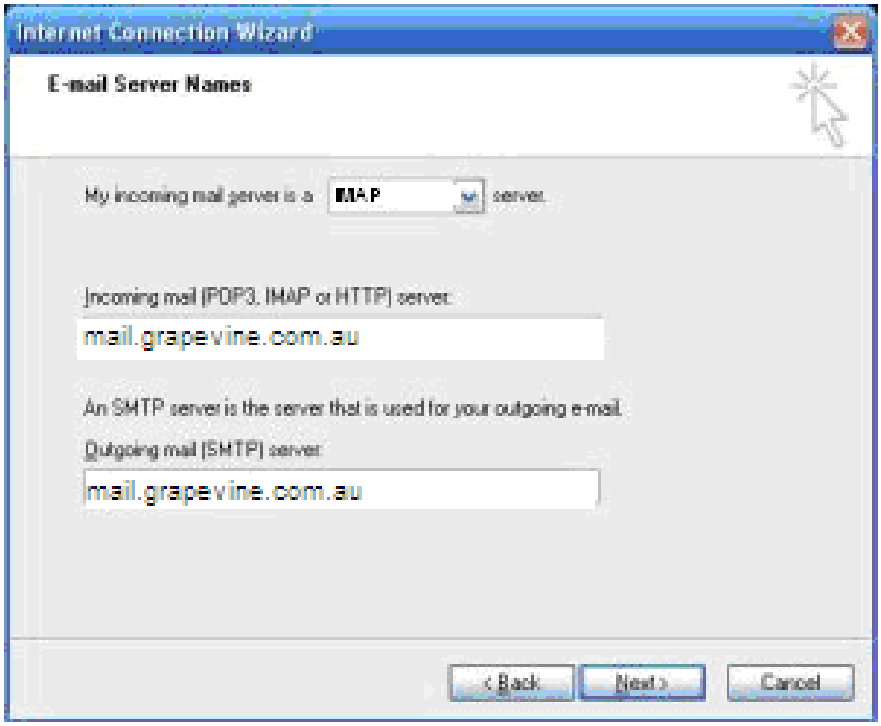
4. Enter your name in the 'Display name' field, and click **Next**


Internet Connection Wizard
Your Name
When you send e-mail, your name will appear in the From field of the outgoing message. Type your name as you would like it to appear.
Display name:
Grapevine
For example: John Smith
< Back
Next >
Cancel

5. Enter your full Grapevine email address (username@[your grapevine domain]) in the **Email address** field, and click **Next.**


Internet Connection Wizard
Internet E-mail Address
Your e-mail address is the address other people use to send e-mail messages to you.
E-mail address:
username@grapevine.com.au
For example: someone@microsoft.com
< Back
Next >
Cancel

6. Enter **mail.grapevine.com.au** in the **Incoming mail (POP3, IMAP or HTTP) server** field. Enter **mail.grapevine.com.au** in the **Outgoing mail (SMTP) server** field and click **Next**


Internet Connection Wizard
E-mail Server Names
My incoming mail server is a IMAP server.
Incoming mail (POP3, IMAP or HTTP) server:
mail.grapevine.com.au
An SMTP server is the server that is used for your outgoing e-mail.
Outgoing mail (SMTP) server
mail.grapevine.com.au
< Back
Next >
Cancel

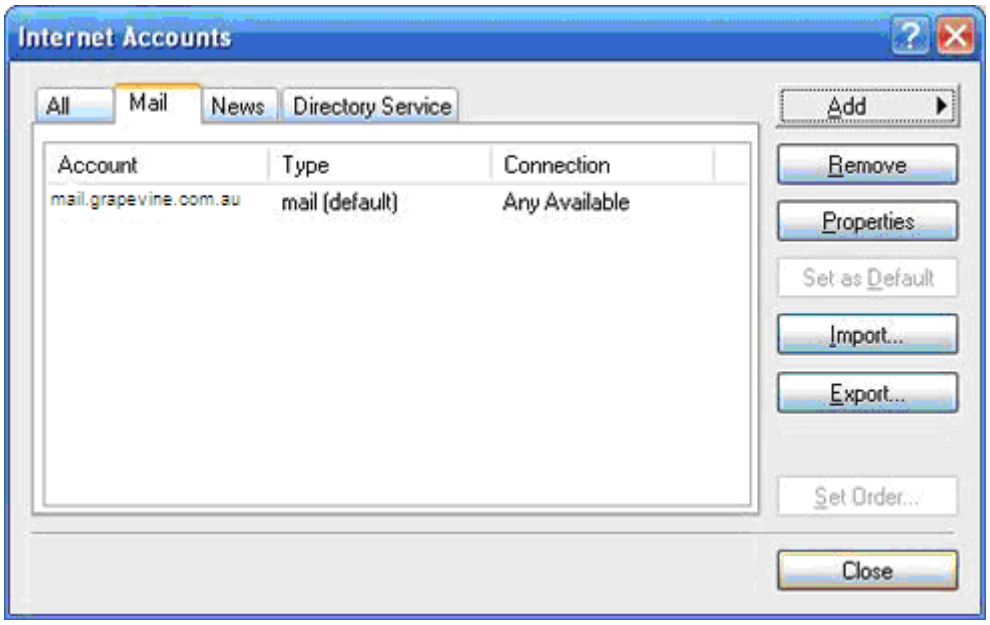
7. Enter your full Grapevine email address in the **Account name** field. Enter your Grapevine email password in the **Password** field, and click **Next**.

Internet Connection Wizard
Internet Mail Logon
Type the account name and password your Internet service provider has given you.
Account name:
username@grapevine.com.au
Password:
Remember password
If your Internet service provider requires you to use Secure Password Authentication (SPA) to access your mail account, select the 'Log On Using Secure Password Authentication (SPA)' check box.
Log on using Secure Password Authentication (SPA)
< Back
Next >
Cancel

8. Click **Finish**.

Internet Connection Wizard
Congratulations
You have successfully entered all of the information required to set up your account.
To save these settings, click Finish.
< Back
Finish
Cancel

9. Click **Close**

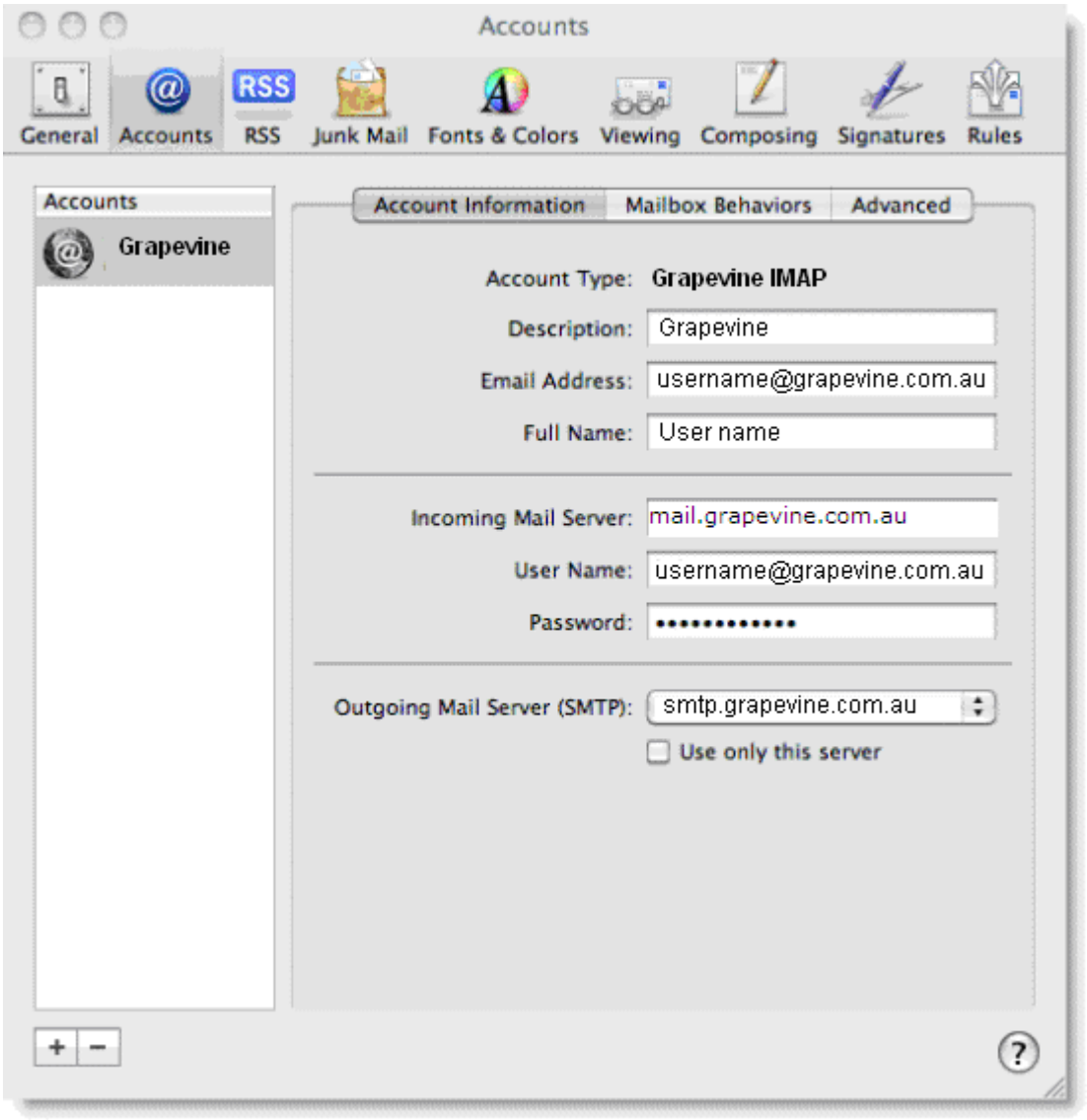


## Apple Mail 4.0 IMAP configuration

Please note that if you're adding your Grapevine email address to Apple Mail 4.0 for the first time with automatic configuration, your mail will automatically be configured for IMAP access, otherwise:

1. Click **Mail > Preferences....**
2. On the **Accounts** tab, click the **+** button to add a new account.
3. Fill in the **Welcome to Mail** window with the following information:
    - **Full Name:** [your name]
    - **Email Address:** Enter your full Grapevine email address (username@[your Grapevine domain]).
      **Password:** Enter your Grapevine email password.
4. Click **Create**, verify your **Account Summary**, and you're all set!

If you'd like to verify your IMAP settings after you have configured your mail client, you can view this through the **Accounts** tab by going through **Mail > Preferences...** The settings should be as follows:




5. Click **Continue**.
6. Enter the following **Outgoing Mail Server** information:
    - Outgoing Mail Server: **mail.grapevine.com.au**
    - **Use Authentication:** selected
    - **Email Address:** Enter your full Grapevine email address (username@[your Grapevine domain])

- **Password:** Enter your Grapevine email password.

7. Click **Continue**.
8. Review your Account Summary, and click **Create**.

## Mozilla Thunderbird IMAP configuration

Please note that with Thunderbird 3.0, you'll automatically be configured with IMAP, however if it for some reason des not work:

1. Open Thunderbird.
2. Click the **Tools** menu, and select **Account Settings...**

3. Select **Add Account** and then **Email account**

Account Wizard
New Account Setup
In order to receive messages, you first need to set up a Mail or Newsgroup account.
This Wizard will collect the information necessary to set up a Mail or Newsgroup account. If you do not know the information requested, please contact your System Administrator or Internet Service Provider.
Select the type of account you would like to set up:
Email account
RSS News & Blogs
Newsgroup account
< Back
Next >
Cancel

4. Enter how you would like your name to be displayed in the **Your Name** field, and enter in your full email address in the **Email address** field, then click **Next**
5.
Account Wizard
Identity
Each account has an identity, which is the information that identifies you to others when they receive your messages.
Enter the name you would like to appear in the "From" field of your outgoing messages (for example, "John Smith").
Your Name:
Grapevine
Enter your email address. This is the address others will use to send email to you (for example, "user@example.net").
Email Address:
username@grapevine.com.au
< Back
Next >
Cancel

6. Select **IMAP** as the type of incoming server, then in the **Incoming Server** field, type **mail.grapevine.com.au.**

   Ensure Use Global Inbox is ticked, and then click **Next**.

Account Wizard
Server Information
Select the type of incoming server you are using.
POP
IMAP
Enter the name of your incoming server (for example, "mail.example.net").
Incoming Server:
mail.grapevine.com.au
Uncheck this checkbox to store mail for this account in its own directory. That will make this account appear as a top-level account. Otherwise, it will be part of the Local Folders Global Inbox account.
Use Global Inbox (store mail in Local Folders)
Your existing outgoing server (SMTP), "smtp.grapevine.net.au", will be used. You can modify outgoing server settings by choosing Account Settings from the Tools menu.
< Back
Next >
Cancel

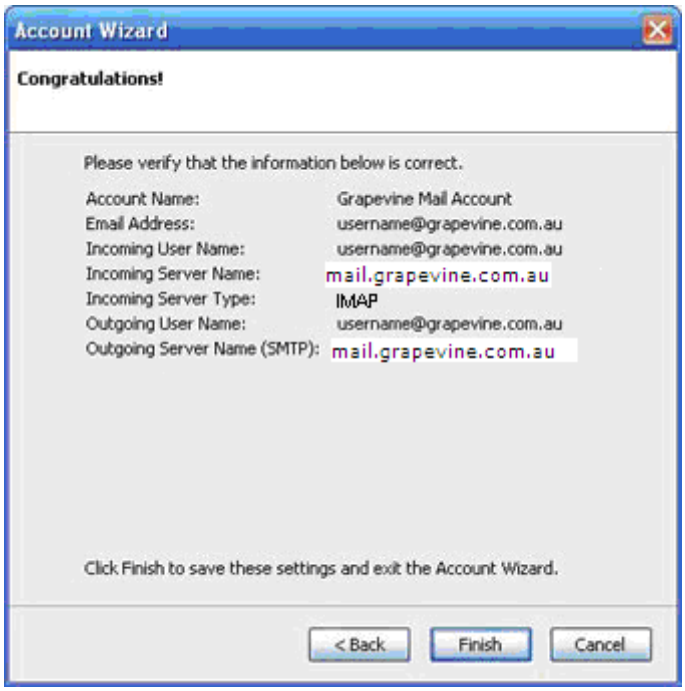
7. In the **Incoming User Name** and **Outgoing User Name** fields, type in your full Grapevine email address for both fields, then click **Next.**

Account Wizard
User Names
Enter the incoming user name given to you by your email provider (for example, "jsmith").
Incoming User Name:
username@grapevine.com.au
Enter the outgoing user name given to you by your email provider (this is typically the same as your incoming user name).
Outgoing User Name:
username@grapevine.com.au
< Back
Next >
Cancel

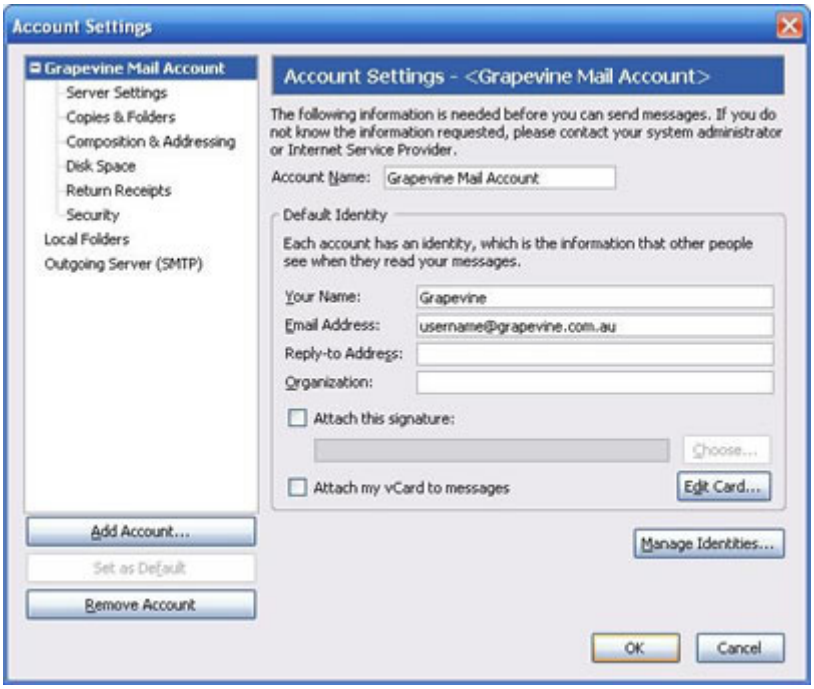
8. Change the **Account Name** to **Grapevine Mail account** or similar.

Account Wizard
Account Name
Enter the name by which you would like to refer to this account (for example, "Work Account", "Home Account" or "News Account").
Account Name:
Grapevine Mail Account
< Back
Next >
Cancel

9. Ensure the settings are similar to the ones below, and then click **Finish.**




10. Click on **OK**



# Grapevine Mail support – Configuring a non-supported mail client

## POP

Follow the instructions below to setup POP access in most POP clients.

Configure your client to match the settings below:

| | |
|---|---|
| **Incoming Mail (POP3) Server** | **Server:** mail.grapevine.com.au<br>**Use SSL:** Yes<br>**Port:** 110 (unsecured) SSL Port 995 |
| **Outgoing Mail (SMTP) Server** | **Server:** mail.grapevine.com.au<br>**Use Authentication:** Yes<br>**Port:** 25 (unsecured) SSL Port 465 |
| **Account Name** | Your name as you would like it to appear in the **From:** field of outgoing messages. |
| **Email Address** | Your email address (including @[your Grapevine domain]) |
| **Password** | Your Grapevine email password |

Please note that if your client does not support SMTP authentication, you won't be able to send mail through your client using your Grapevine email address. Time to upgrade your mail client!

## IMAP

You can use the following information to configure IMAP with many mail clients. If you encounter difficulties, we suggest contacting your mail client's customer support department for further instructions -- we're unable to provide assistance with configuring mail clients not listed here.

| | |
|---|---|
| **Incoming Mail (IMAP) Server** | **Server:** mail.grapevine.com.au<br>**Use SSL**: Yes<br>**Port:** 143 (unsecured) SSL Port 993 |
| **Outgoing Mail (SMTP) Server** | **Server:** mail.grapevine.com.au<br>**Use Authentication**: Yes<br>**Port:** 25 (unsecured) SSL Port 465 |
| **Account Name** | Your name as you would like it to appear in the **From:** field of outgoing messages. |
| **Email Address** | Your email address (including @[your Grapevine domain]) |
| **Password** | Your Grapevine email password |

Please note that if your client does not support SMTP authentication, you won't be able to send mail through your client using your Grapevine email address. Time to upgrade your mail client!

# Grapevine Mail support – Grapevine Mail on your mobile phone

## Does it work on my device?

Grapevine Mail is currently available for:
Android | Apple | BlackBerry | Windows Mobile | Other

*Please note that while we offer configuration instructions, we're currently unable to provide support for these mobile devices.

## Getting started

First things first, if your phone has a web browser on it, all you have to do is go to https://webmail.[your grapevine domain] on your phone to access your Grapevine Mail. You'll get a mobile version of Grapevine Mail with familiar features. No setup required!

Now, maybe your phone already comes with its own 'Email' or 'Mail' icon. You already know that you can get Grapevine Mail through the web, but if you're just itching to go through some sort of setup process on your phone, it's possible to set up your phone's own email program to work with Grapevine Mail.

## Features of Grapevine Mail for mobile

**Push and notifications.** Get new mail the instant it arrives, without having to refresh or check mail. Please note that you need to call our technical support team to add ActiveSync feature to your email account to enable Push mail
**Attachments.** View images and documents or send attachments.
**Folders.** Move messages to folders.
**Contacts.** Your contacts' email addresses are always available.
**Thread view.** Messages are grouped into conversations or threads.
**Drafts.** Access and save drafts.
**Calender.** Manage and schedule your events and meetings.

Please note not all features listed here are available on all phones.

## Grapevine Mail on Android

To configure the 'Mail' app on an Android device for access to your Grapevine Mail, just follow these steps:

1. Open the **Email** app on your device
2. Tap **Menu** then **Add Account**
3. Tap **Other**
4. Enter your account information, being sure to use your full Grapevine email address

**Email Address**: Your email address (including @[your Grapevine domain])
**Password:** Your Grapevine Mail password
See page 71 for Port and ActiveSync settings

5. Check the box for **Set as premium account (POP/IMAP)**
6. Tap **Next** and wait for the device to complete its **Verifying** process
7. Enter your account information

**Give this account a name:** What you would like the Mail inbox to be called on your device
**Your name**:

8. Tap **Done**

And you're done. You can add additional accounts by repeating the same steps above.

## iPhone, iPad, or iPod touch

To configure the 'Mail' app on an Apple device for access to your Grapevine email, just follow these steps:

1. Open the **Settings** app on your device
2. Tap **Mail, Contacts, Calendars**
3. Tap **Add Account...**
4. Tap **Other**
5. Enter your account information, being sure to use your full Grapevine email address

**Name:** Your name
**Address**: Your email address (including @[your Grapevine domain])
**Password:** Your Grapevine email password
**Description:** What you would like the Mail inbox to be called on your iPhone

6. Tap **Next**
7. Ensure **IMAP** is selected up the top
8. Enter your **Incoming Mail Server** information:

**Host name:** mail.grapevine.com.au
**Username:** Your email address (including @[your Grapevine domain])
**Password:** Your Grapevine email password
See page 71 for Port and ActiveSync settings

9. Enter your **Outgoing Mail Server** information:

**Host name:** mail.grapevine.com.au
**Username:** Your email address (including @[your Grapevine domain])
**Password:** Your Grapevine email password
See page 71 for Port and ActiveSync settings

10. Tap **Next** and wait for the iPhone to complete its **Verifying** process
11. If asked during the **Verifying** process, confirm that you would like to connect with **SSL**
12. Tap **Save**

And you're done. You can add additional accounts by repeating the same steps above.

## BlackBerry

To setup the BlackBerry's email client with your Grapevine email, just follow these steps:

1. On your BlackBerry device, navigate to **Setup** and then **Email Account**
2. Select **Internet Mail Account**
3. Scroll down and **Accept** the terms
4. Select **Other**
5. Enter your account information, being sure to use your full Grapevine email address

**Email Address**: Your email address (including @[your Grapevine domain])
**Password:** Your Grapevine email password
See page 71 for Port and ActiveSync settings

6. Select **Continue**

And you're done. You can add additional accounts by repeating the same steps above.

## Windows Mobile 6

To configure IMAP for your Windows Mobile 6 device, just follow these steps:

1. On **Start**, flick left to the **App** list, tap **Settings** , and then tap **Email & accounts**.
2. Tap **Add an account** > **Other account**
3. Enter your Grapevine Mail address (including @[your grapevine domain]) in the **Email Address** field
4. Enter your password in the **Password** field
5. Tap **Sign in**
6. Do one of the following, based on if the correct settings are found automatically:
    a. If the correct settings are found, wait for your phone to finish syncing and then use your email. You're all done setting up your account on your phone.
    b. If the settings aren't found, make sure both the user name and password are correct, and then tap Try again. If the settings still aren't found, tap Advanced, and then enter the settings manually using the steps in the next procedure.
7. When the correct settings cannot be automatically found, enter the following information:

**Account Name:** What you would like the Mail inbox to be called on your phone
**Name:** Your name
**Incoming email server:** mail.grapevine.com.au
**Account type:** IMAP
**Username:** Your email address (including @[your Grapevine domain])
**Password:** Your Grapevine email password
**Outgoing email server:** mail.grapevine.com.au
See page 71 for Port and ActiveSync settings

8. Tap **Sign in**

And you're done. You can add additional accounts by repeating the same steps above.

## Other mobile phones

Depending on the type of mobile device you have, you may be able to access your Grapevine Mail in two different ways:

- via the Browser
- via a ‘Mail’ or ‘Email’ app

**Browser**

Just like you would on a computer, simply go to your Grapevine Mail account in your mobile device's web browser to access Grapevine Mail. There's no setup required. Best of all, the mobile interface is always in sync with the main Grapevine server. Most mobile devices with Internet access should be able to access Grapevine Mail in the browser.

**Sync**

IMAP or POP access

If you prefer to use your mobile device's native email client, you can integrate your Grapevine Mail address with your device using IMAP or POP.

**POP**

| | |
|---|---|
| **Incoming Mail (POP3) Server** | **Server:** mail.grapevine.com.au<br>**Use SSL:** Yes<br>**Port:** 110 (unsecured) SSL Port 995 |
| **Outgoing Mail (SMTP) Server** | **Server:** mail.grapevine.com.au<br>**Use Authentication:** Yes<br>**Port:** 25 (unsecured) SSL Port 465 |
| **Account Name** | Your name as you would like it to appear in the **From:** field of outgoing messages. |
| **Email Address** | Your email address (including @[your Grapevine domain]) |
| **Password** | Your Grapevine email password |

**IMAP**

| | |
|---|---|
| **Incoming Mail (IMAP) Server** | **Server:** mail.grapevine.com.au<br>**Use SSL**: Yes<br>**Port:** 143 (unsecured) SSL Port 993 |
| **Outgoing Mail (SMTP) Server** | **Server:** mail.grapevine.com.au<br>**Use Authentication**: Yes<br>**Port:** 25 (unsecured) SSL Port 465 |
| **Account Name** | Your name as you would like it to appear in the **From:** field of outgoing messages. |
| **Email Address** | Your email address (including @[your Grapevine domain]) |
| **Password** | Your Grapevine email password |

**ActiveSync**

| | |
|---|---|
| **Incoming Mail (IMAP) Server** | **Server:** mail.grapevine.com.au<br>**Use SSL**: Yes |
| **Outgoing Mail (SMTP) Server** | **Server:** mail.grapevine.com.au<br>**Use Authentication**: Yes |
| **Account Name** | Your name as you would like it to appear in the **From:** field of outgoing messages. |
| **Email Address** | Your email address (including @[your Grapevine domain]) |
| **Password** | Your Grapevine email password |